

Hospital Quarterly

Performance Profiles

Emergency Department

District group 2 hospitals
(C2) peer group

July to September 2016

Ballina District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,882 patients

Emergency presentations:² 3,666 patients

Same period last year	Change since one year ago
3,969	-2.2%
3,760	-2.5%

Ballina District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 353 patients

Median time to start treatment⁴ 8 minutes

95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,198 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,813 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 290 patients

Median time to start treatment⁴ 27 minutes

95th percentile time to start treatment⁵ 180 minutes

Same period last year	NSW (this period)
288	
7 minutes	8 minutes
38 minutes	41 minutes
1,214	
20 minutes	21 minutes
88 minutes	103 minutes
1,930	
24 minutes	27 minutes
152 minutes	139 minutes
315	
25 minutes	24 minutes
142 minutes	138 minutes

Ballina District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,881 patients

Percentage of patients who spent four hours or less in the ED 74.7%

Same period last year	Change since one year ago
3,969	-2.2%
78.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

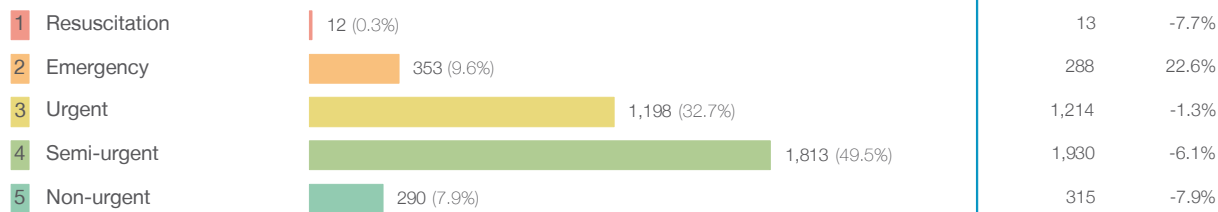
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Ballina District Hospital: Patients presenting to the emergency department

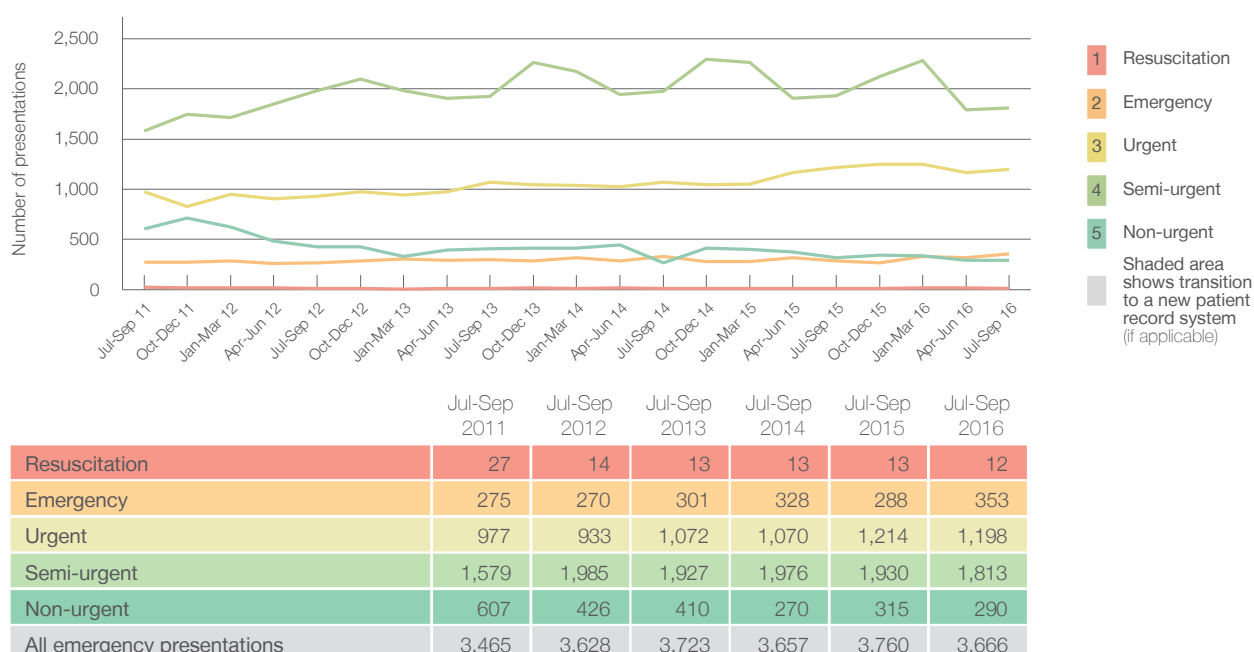
July to September 2016

All presentations:¹ 3,882 patients

Emergency presentations² by triage category: 3,666 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Ballina District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 252 patients^{**}

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Ballina District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 353

Number of triage 2 patients used to calculate waiting time:³ 352

Median time to start treatment⁴

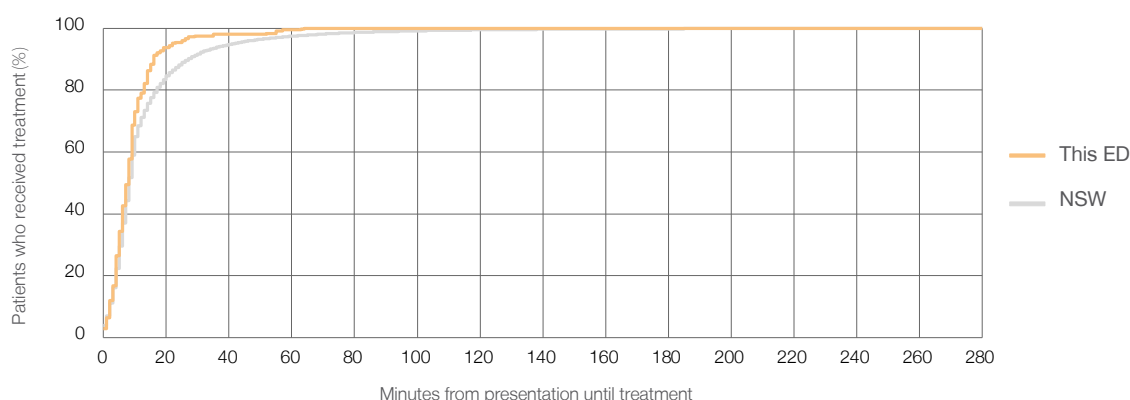
8 minutes

95th percentile time to start treatment⁵

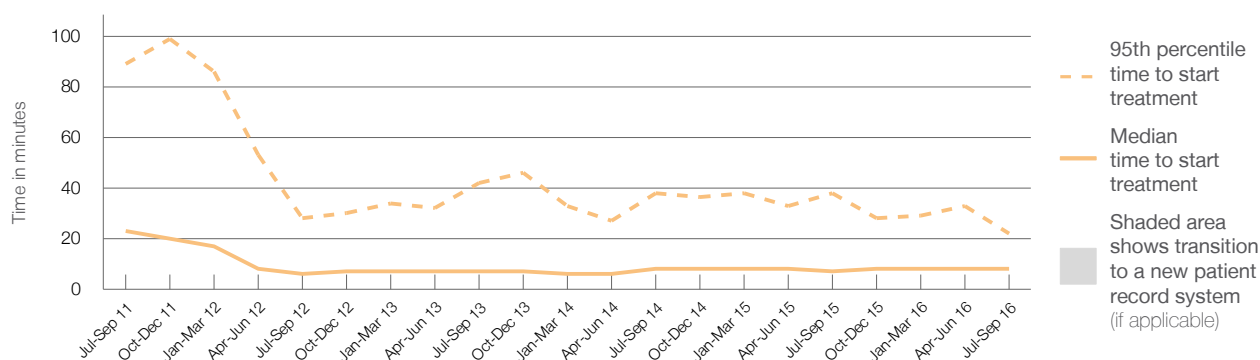
22 minutes

Same period last year	NSW (this period)
288	
287	
7 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	6	7	8	7	8
95th percentile time to start treatment ⁵ (minutes)	89	28	42	38	38	22

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Ballina District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,198

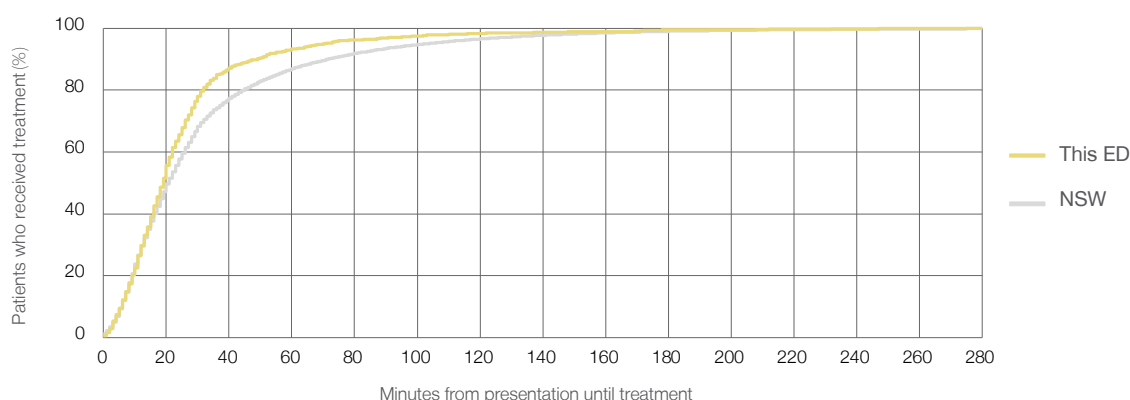
Number of triage 3 patients used to calculate waiting time: ³ 1,166

Median time to start treatment ⁴ 19 minutes

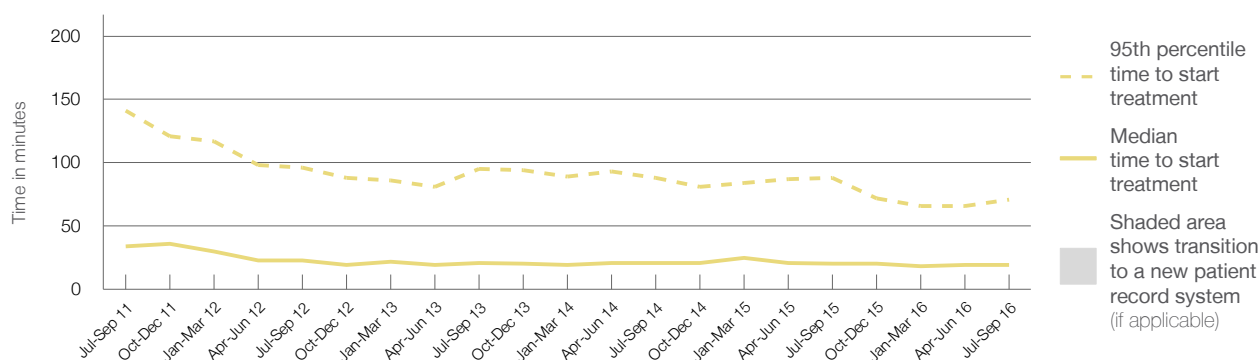
95th percentile time to start treatment ⁵ 71 minutes

Same period last year	NSW (this period)
1,214	
1,177	
20 minutes	21 minutes
88 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	23	21	21	20	19
95th percentile time to start treatment ⁵ (minutes)	141	96	95	88	88	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Ballina District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,813

Number of triage 4 patients used to calculate waiting time:³ 1,598

Median time to start treatment⁴

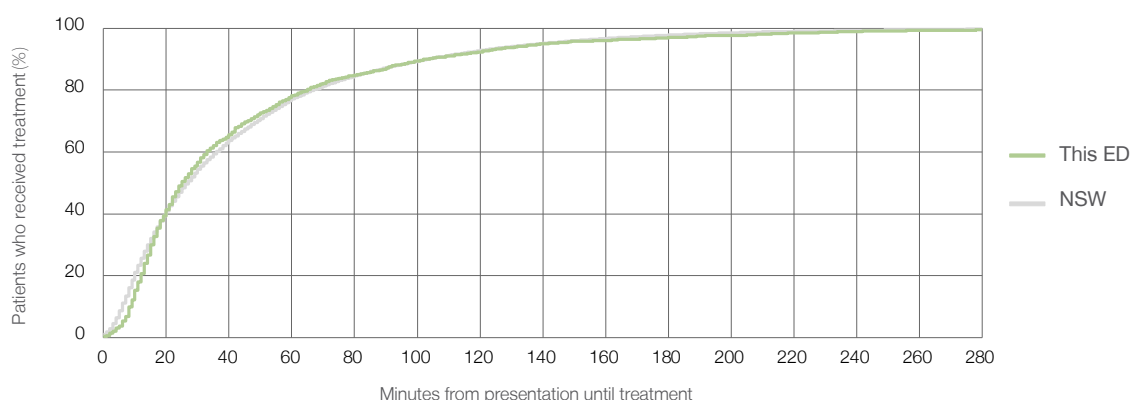
25 minutes

95th percentile time to start treatment⁵

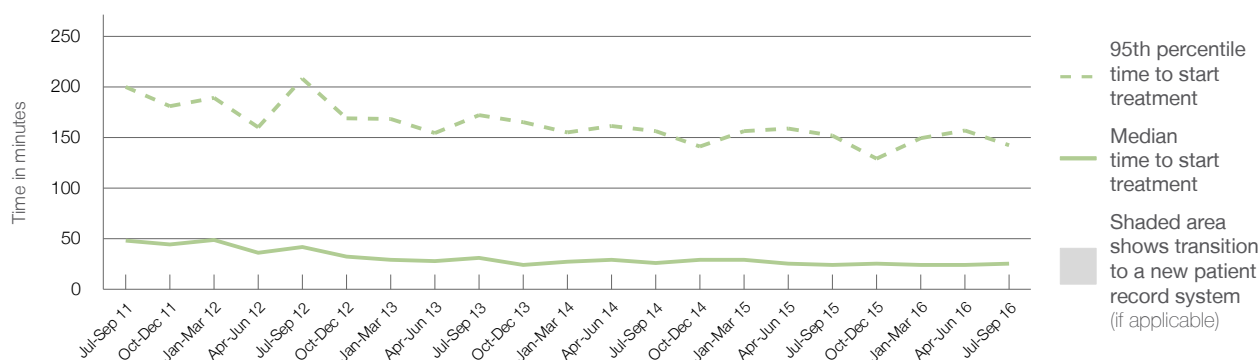
142 minutes

Same period last year	NSW (this period)
1,930	
1,720	
24 minutes	27 minutes
152 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	48	42	31	26	24	25
95th percentile time to start treatment ⁵ (minutes)	200	208	172	156	152	142

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Ballina District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 290

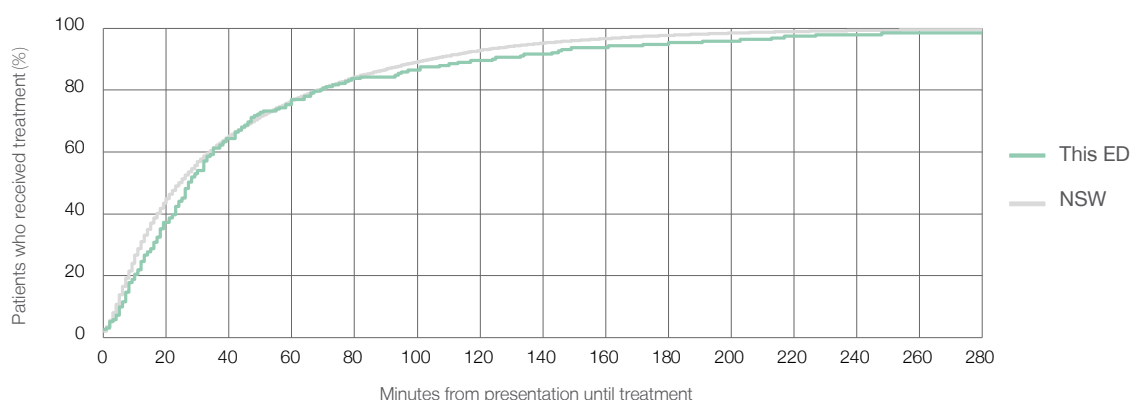
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 27 minutes

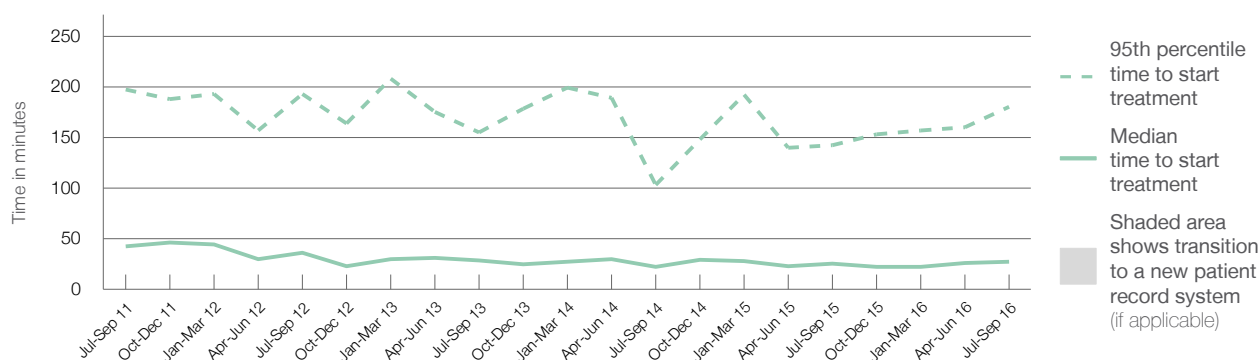
95th percentile time to start treatment⁵ 180 minutes

Same period last year	NSW (this period)
315	
208	
25 minutes	24 minutes
142 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	36	29	22	25	27
95th percentile time to start treatment ⁵ (minutes)	197	193	155	103	142	180

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Ballina District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,882 patients

Presentations used to calculate time to leaving the ED:⁶ 3,881 patients

Median time spent in the ED⁸

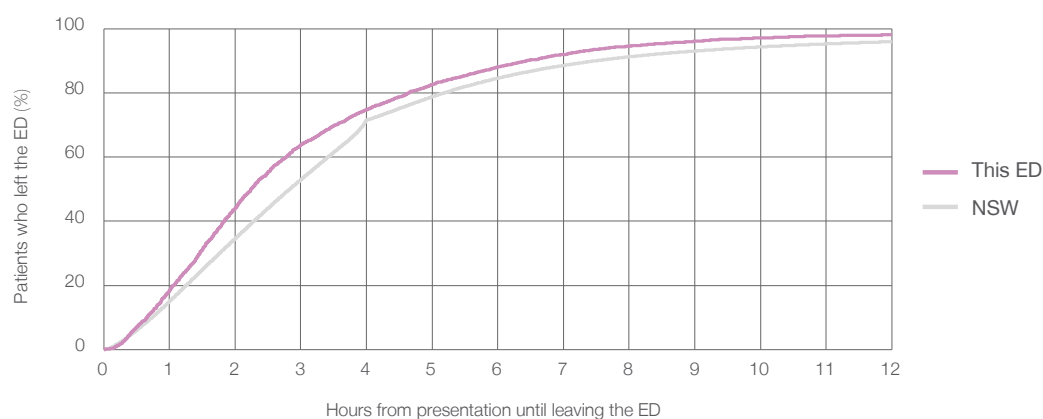
2 hours and 15 minutes

95th percentile time spent in the ED⁹

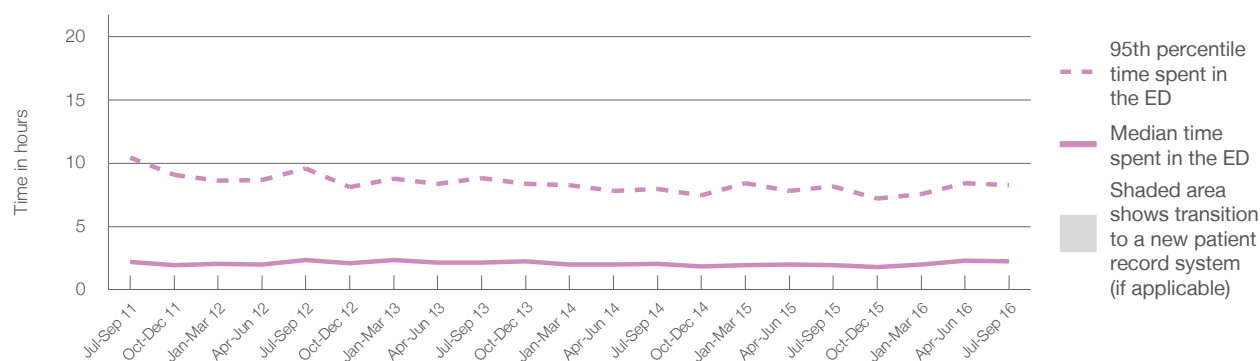
8 hours and 16 minutes

Same period last year	NSW (this period)
3,969	
3,969	
1 hours and 57 minutes	2 hours and 50 minutes
8 hours and 10 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	9h 36m	8h 49m	7h 57m	8h 10m	8h 16m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Ballina District Hospital: Time patients spent in the ED

By mode of separation

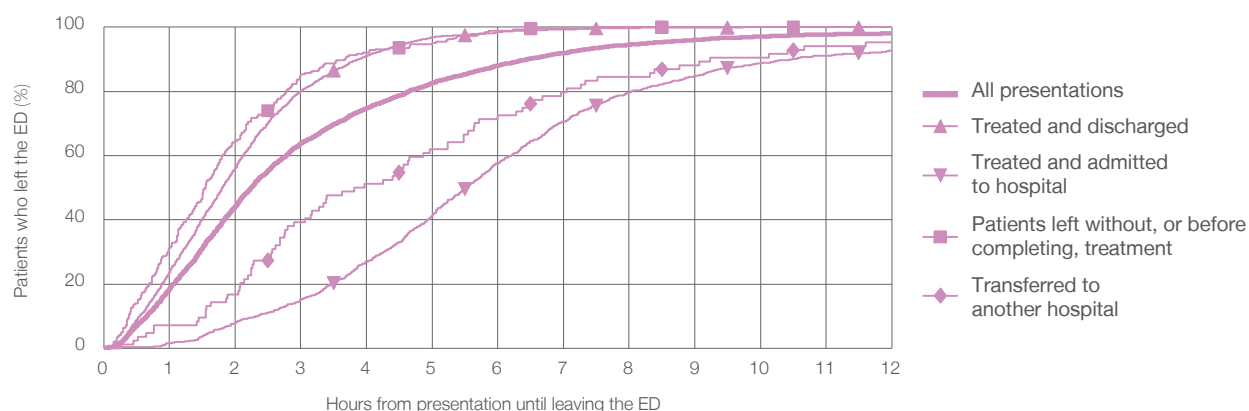
July to September 2016

All presentations:¹ 3,882 patients

Presentations used to calculate time to leaving the ED:⁶ 3,881 patients

		Same period last year	Change since one year ago
Treated and discharged	2,580 (66.5%)	3,969	-2.2%
Treated and admitted to hospital	936 (24.1%)	2,727	-5.4%
Patient left without, or before completing, treatment	265 (6.8%)	884	5.9%
Transferred to another hospital	84 (2.2%)	219	21.0%
Other	17 (0.4%)	125	-32.8%
		14	21.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	23.7%	56.2%	80.1%	91.0%	98.4%	99.7%	100%	100%
Treated and admitted to hospital	1.5%	8.0%	15.1%	26.9%	57.7%	79.7%	88.7%	92.7%
Patient left without, or before completing, treatment	31.3%	64.5%	85.3%	92.1%	98.9%	100%	100%	100%
Transferred to another hospital	7.1%	16.7%	39.3%	51.2%	72.6%	84.5%	90.5%	95.2%
All presentations	18.5%	44.2%	63.8%	74.7%	88.1%	94.6%	97.1%	98.1%

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Ballina District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,882 patients

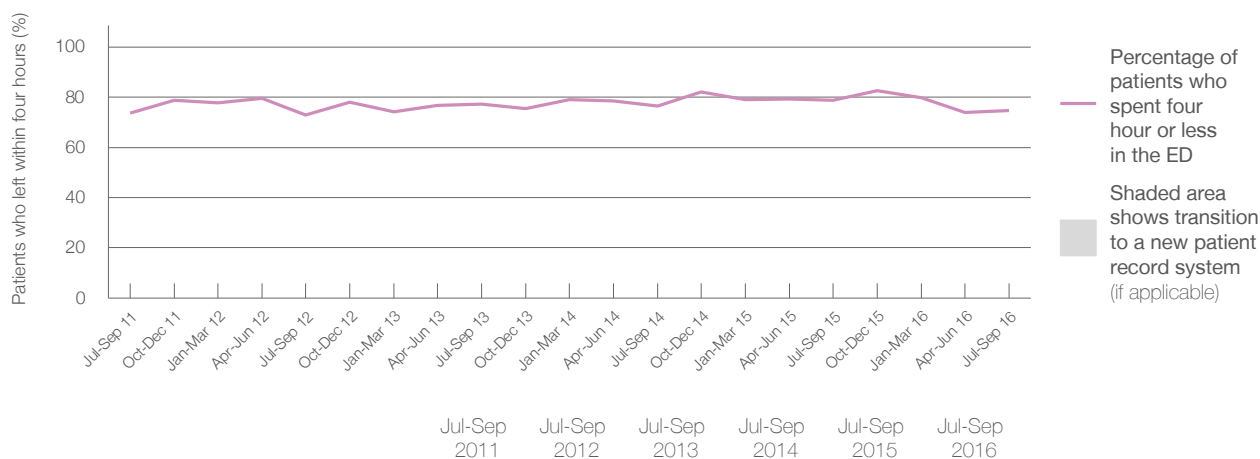
Presentations used to calculate time to leaving the ED: ⁶ 3,881 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,969	-2.2%
3,969	-2.2%
78.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	73.8%	73.0%	77.2%	76.5%	78.7%	74.7%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Bateman's Bay District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,567 patients

Emergency presentations:² 3,487 patients

Same period last year	Change since one year ago
3,167	12.6%
3,042	14.6%

Bateman's Bay District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 995 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,685 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 510 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
358	
7 minutes	8 minutes
30 minutes	41 minutes
1,025	
21 minutes	21 minutes
119 minutes	103 minutes
1,299	
32 minutes	27 minutes
194 minutes	139 minutes
347	
38 minutes	24 minutes
184 minutes	138 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,567 patients

Percentage of patients who spent four hours or less in the ED 84.7%

Same period last year	Change since one year ago
3,167	12.6%
76.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

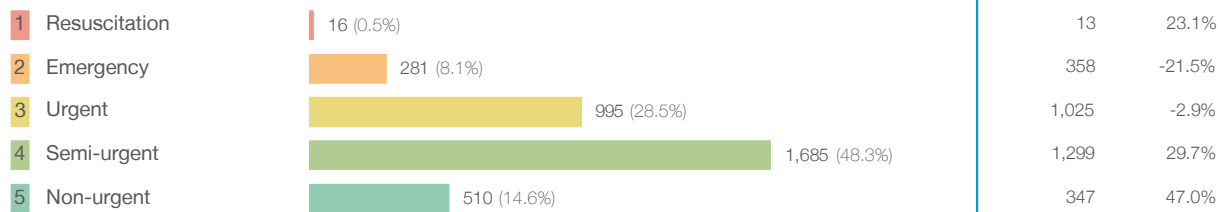
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Bateman's Bay District Hospital: Patients presenting to the emergency department

July to September 2016

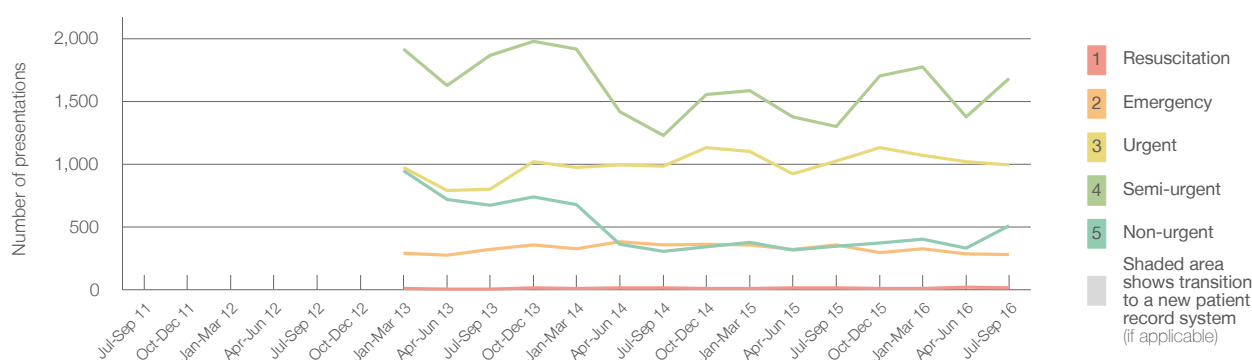
All presentations:¹ 3,567 patients

Emergency presentations² by triage category: 3,487 patients



Same period last year	Change since one year ago
3,167	12.6%
3,042	14.6%
13	23.1%
358	-21.5%
1,025	-2.9%
1,299	29.7%
347	47.0%

Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation			5	13	13	16
Emergency			319	355	358	281
Urgent			800	985	1,025	995
Semi-urgent			1,867	1,231	1,299	1,685
Non-urgent			671	304	347	510
All emergency presentations			3,662	2,888	3,042	3,487

Bateman's Bay District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 470 patients

ED Transfer of care time



Same period last year	Change since one year ago
460	
11 minutes	-2 minutes
36 minutes	-5 minutes

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 281

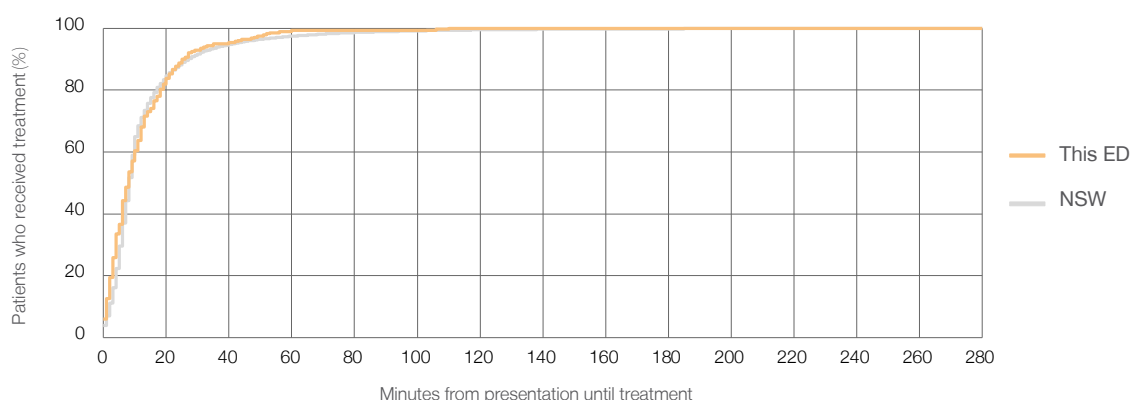
Number of triage 2 patients used to calculate waiting time:³ 278

Median time to start treatment⁴ 8 minutes

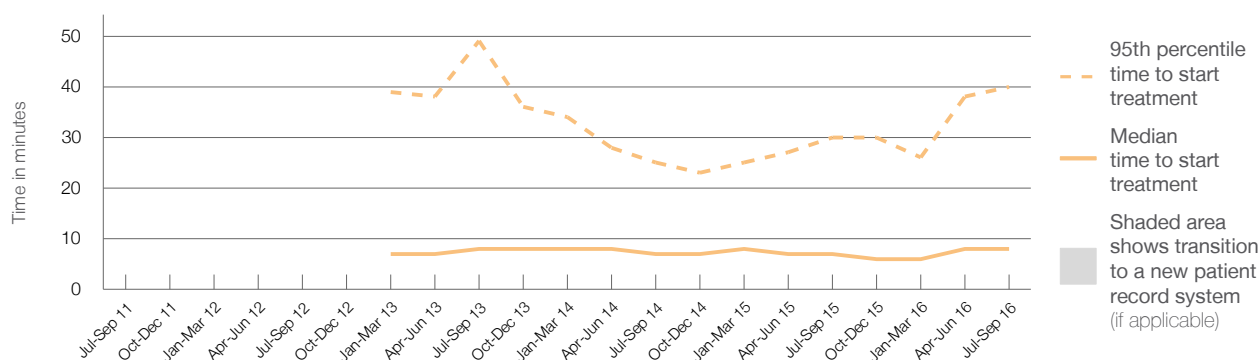
95th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
358	
358	
7 minutes	8 minutes
30 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			8	7	7	8
95th percentile time to start treatment ⁵ (minutes)			49	25	30	40

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 995

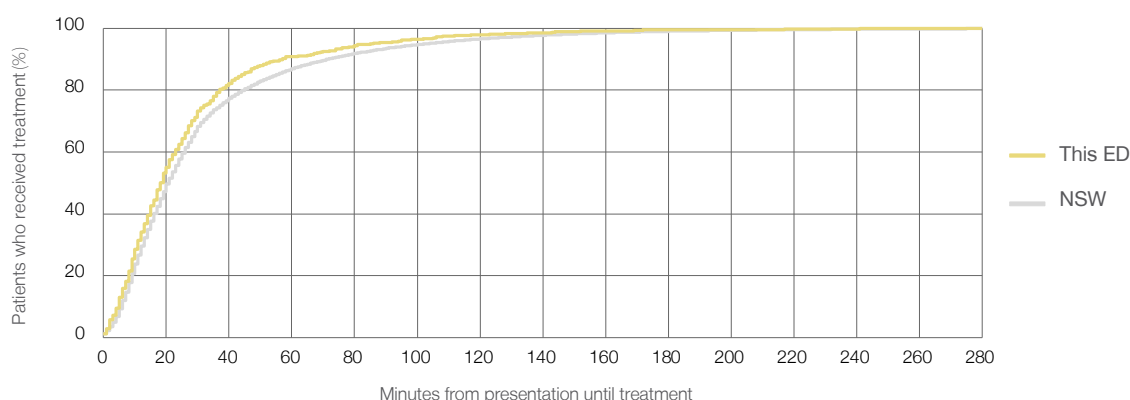
Number of triage 3 patients used to calculate waiting time:³ 939

Median time to start treatment⁴ 18 minutes

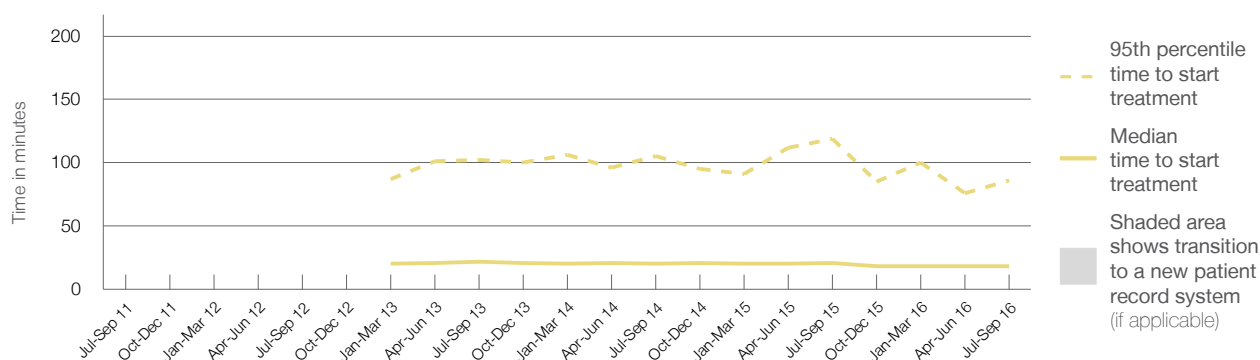
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,025	
994	
21 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			22	20	21	18
95th percentile time to start treatment ⁵ (minutes)			102	105	119	86

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,685

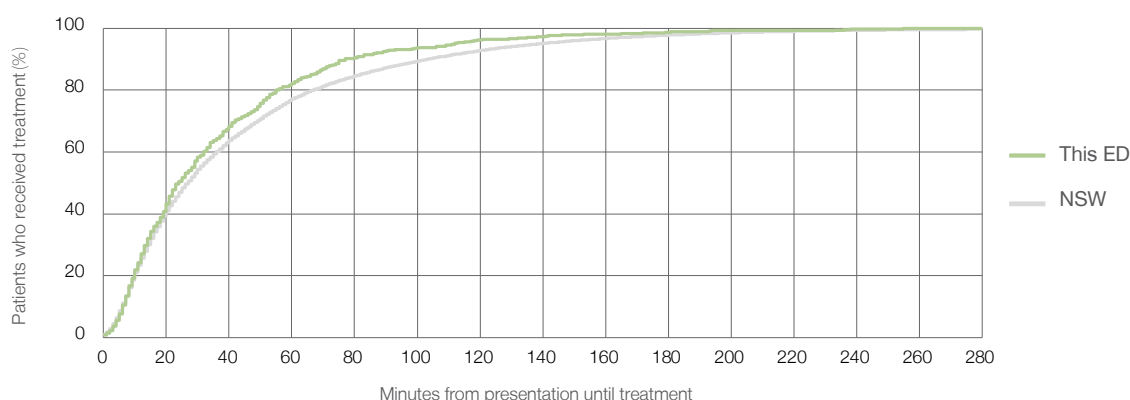
Number of triage 4 patients used to calculate waiting time:³ 790

Median time to start treatment⁴ 24 minutes

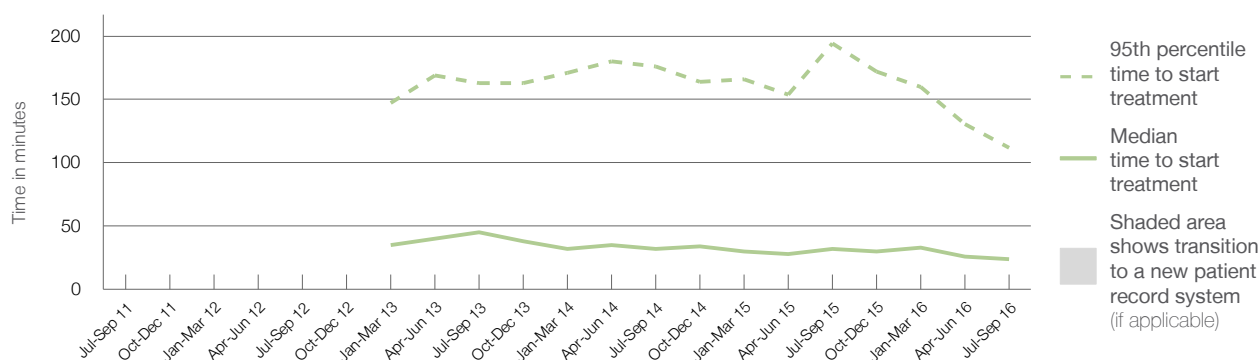
95th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,299	
1,148	
32 minutes	27 minutes
194 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			45	32	32	24
95th percentile time to start treatment ⁵ (minutes)			163	176	194	112

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 510

Number of triage 5 patients used to calculate waiting time: ³ 147

Median time to start treatment ⁴

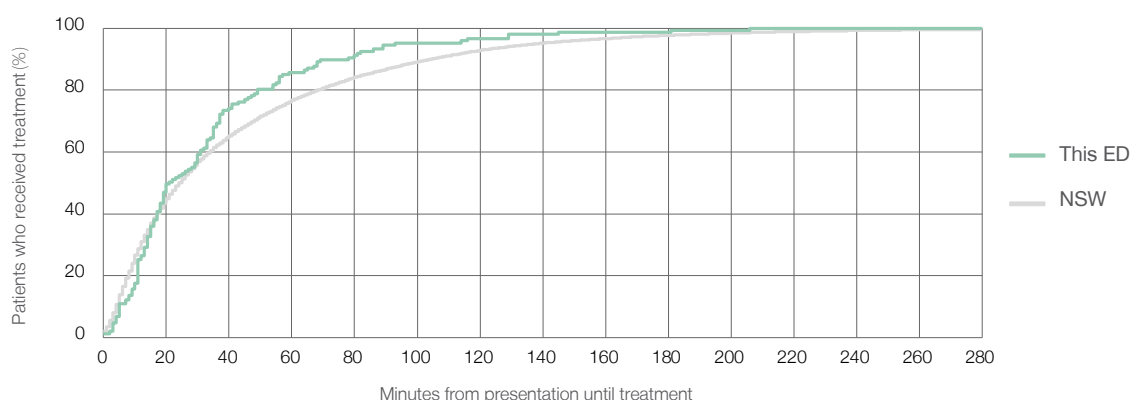
21 minutes

95th percentile time to start treatment ⁵

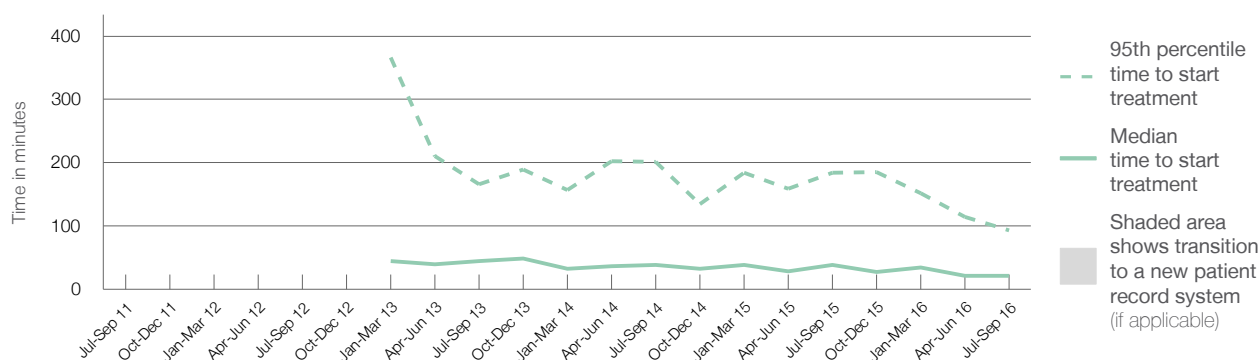
93 minutes

Same period last year	NSW (this period)
347	
281	
38 minutes	24 minutes
184 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			45	38	38	21
95th percentile time to start treatment ⁵ (minutes)			166	201	184	93

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,567 patients

Presentations used to calculate time to leaving the ED:⁶ 3,567 patients

Median time spent in the ED⁸

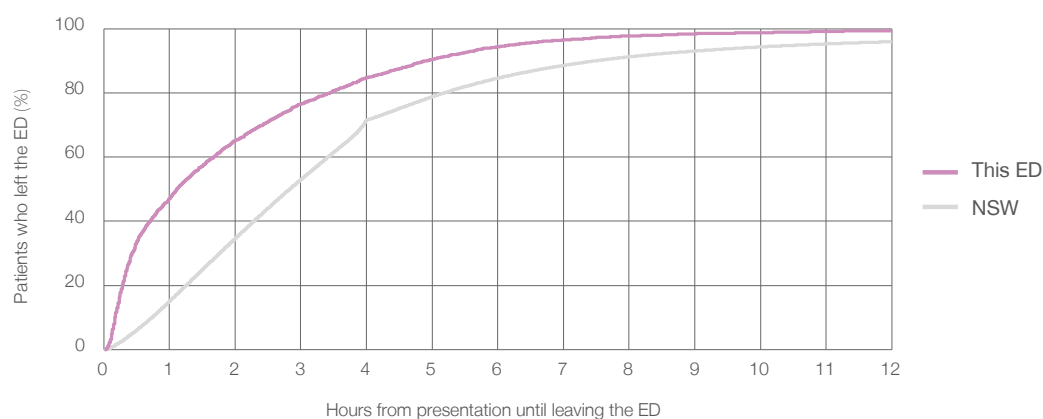
1 hours and 7 minutes

95th percentile time spent in the ED⁹

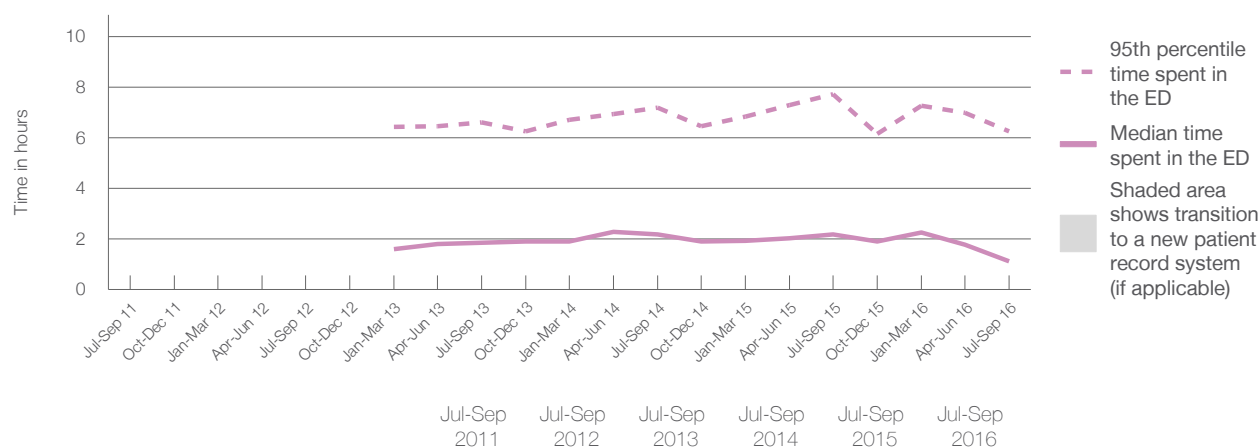
6 hours and 16 minutes

Same period last year	NSW (this period)
3,167	
3,167	
2 hours and 11 minutes	2 hours and 50 minutes
7 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			1h 52m	2h 11m	2h 11m	1h 7m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 37m	7h 12m	7h 44m	6h 16m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

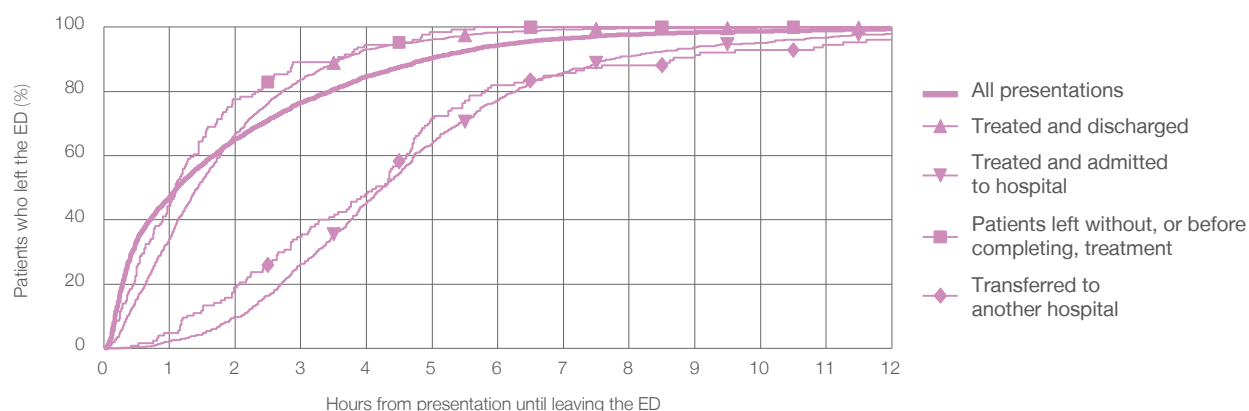
All presentations:[†] 3,567 patients

Presentations used to calculate time to leaving the ED:[‡] 3,567 patients

Treated and discharged	1,427 (40.0%)
Treated and admitted to hospital	681 (19.1%)
Patient left without, or before completing, treatment	129 (3.6%)
Transferred to another hospital	127 (3.6%)
Other	1,203 (33.7%)

Same period last year	Change since one year ago
3,167	12.6%
2,035	-29.9%
715	-4.8%
292	-55.8%
116	9.5%
9	3266.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	34.1%	66.7%	83.7%	93.1%	98.5%	99.7%	99.9%	99.9%
Treated and admitted to hospital	2.2%	9.7%	26.3%	45.4%	77.2%	90.9%	95.2%	97.9%
Patient left without, or before completing, treatment	44.2%	77.5%	89.1%	94.6%	100%	100%	100%	100%
Transferred to another hospital	4.7%	18.9%	34.6%	48.0%	81.9%	88.2%	92.9%	96.1%
All presentations	47.1%	65.2%	76.5%	84.7%	94.4%	97.7%	98.7%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,567 patients

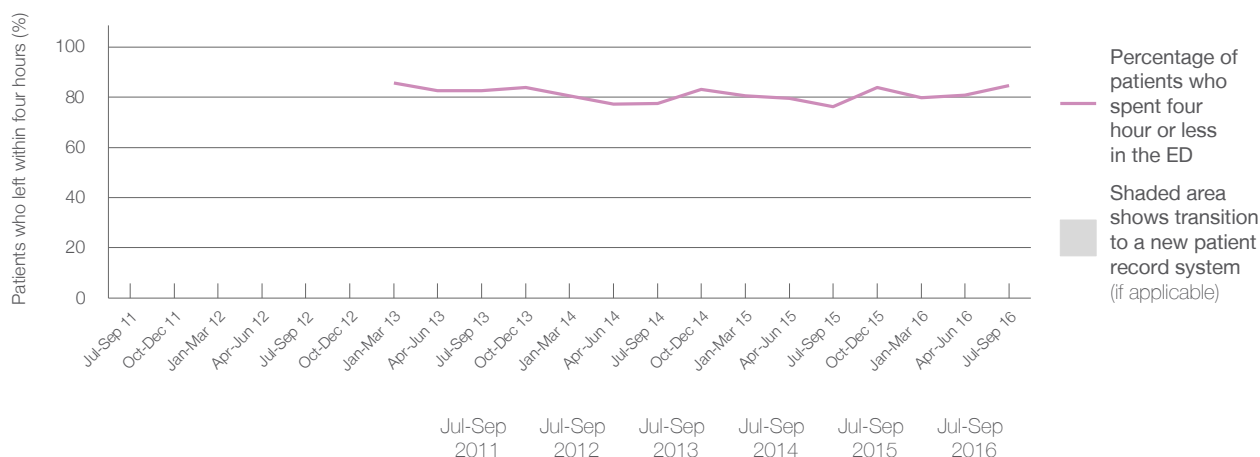
Presentations used to calculate time to leaving the ED: ⁶ 3,567 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,167	12.6%
3,167	12.6%
76.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

82.7% 77.5% 76.3% 84.7%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,216 patients

Emergency presentations:² 4,123 patients

Same period last year	Change since one year ago
4,011	5.1%
3,942	4.6%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 497 patients

Median time to start treatment⁴ 7 minutes

95th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 997 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 109 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,033 patients

Median time to start treatment⁴ 28 minutes

95th percentile time to start treatment⁵ 164 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 584 patients

Median time to start treatment⁴ 35 minutes

95th percentile time to start treatment⁵ 197 minutes

Same period last year	NSW (this period)
544	
8 minutes	8 minutes
31 minutes	41 minutes
1,088	
16 minutes	21 minutes
104 minutes	103 minutes
1,665	
19 minutes	27 minutes
124 minutes	139 minutes
617	
15 minutes	24 minutes
102 minutes	138 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,204 patients

Percentage of patients who spent four hours or less in the ED 76.0%

Same period last year	Change since one year ago
4,011	4.8%
82.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

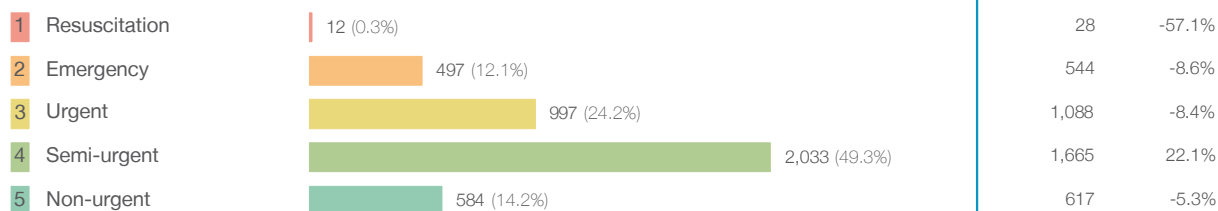
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

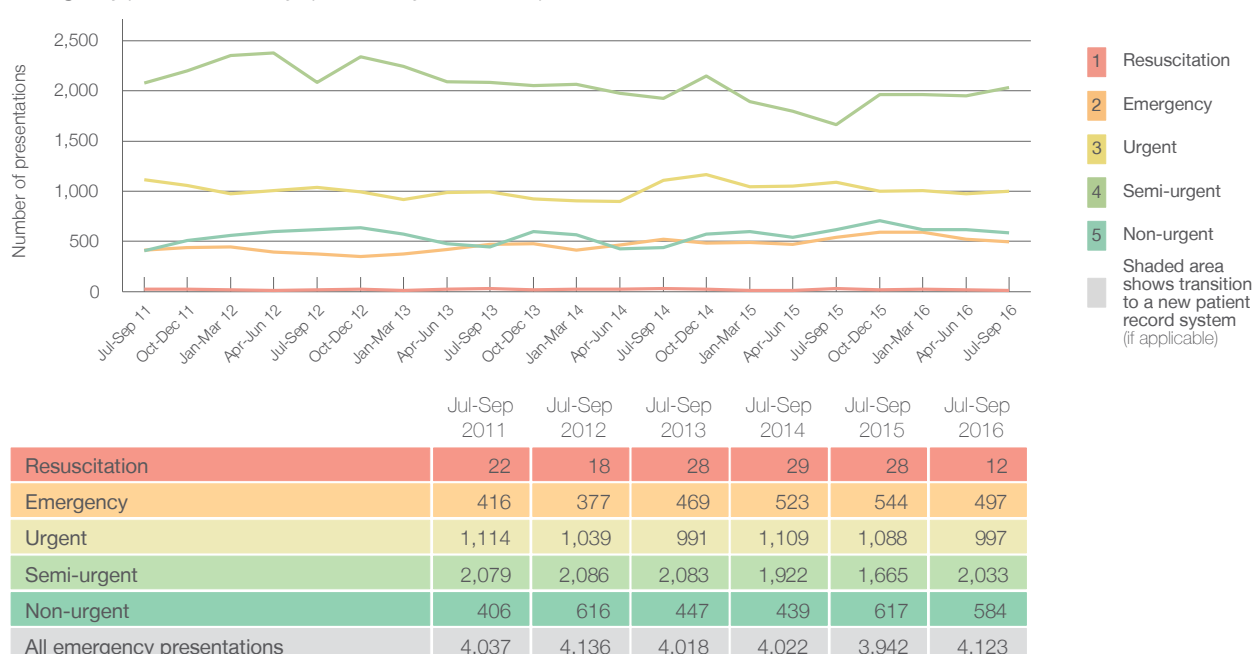
Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 4,216 patients

Emergency presentations² by triage category: 4,123 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 668 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 497

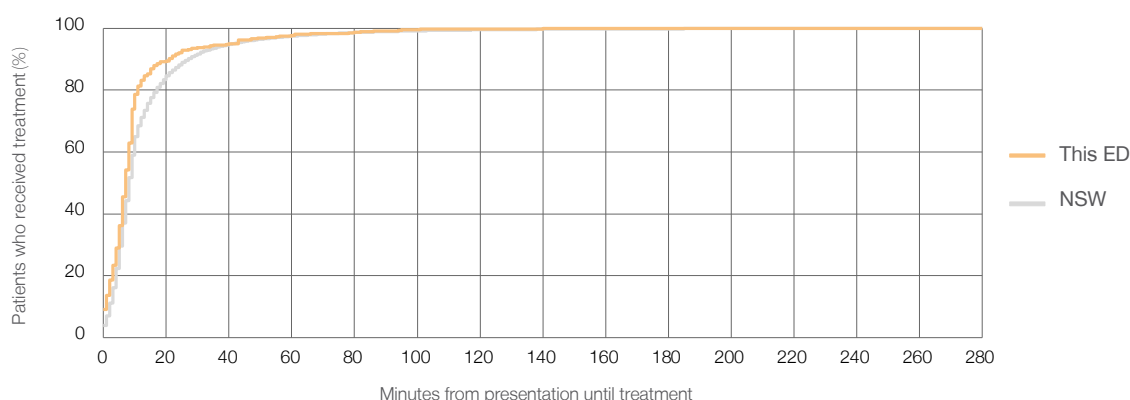
Number of triage 2 patients used to calculate waiting time:³ 470

Median time to start treatment⁴ 7 minutes

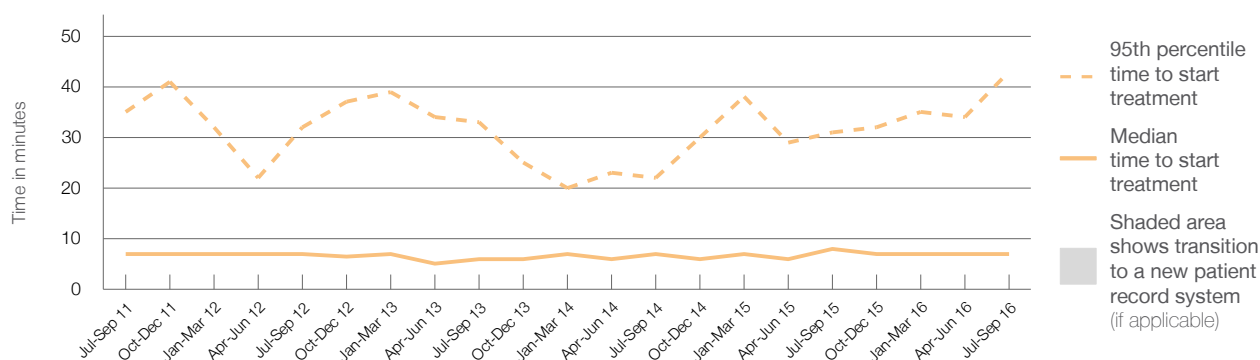
95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
544	
532	
8 minutes	8 minutes
31 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	7	6	7	8	7
95th percentile time to start treatment ⁵ (minutes)	35	32	33	22	31	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 997

Number of triage 3 patients used to calculate waiting time:³ 932

Median time to start treatment⁴

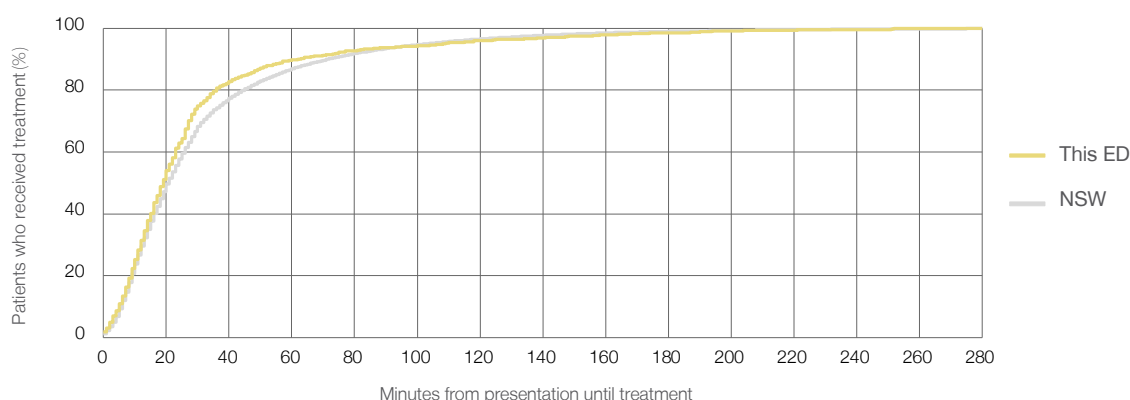
19 minutes

95th percentile time to start treatment⁵

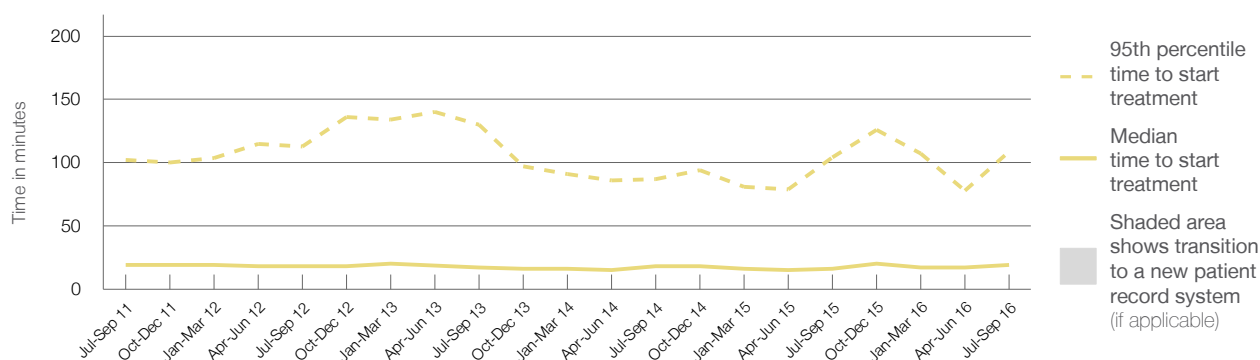
109 minutes

Same period last year	NSW (this period)
1,088	
1,048	
16 minutes	21 minutes
104 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	16	19
95th percentile time to start treatment ⁵ (minutes)	102	113	130	87	104	109

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,033

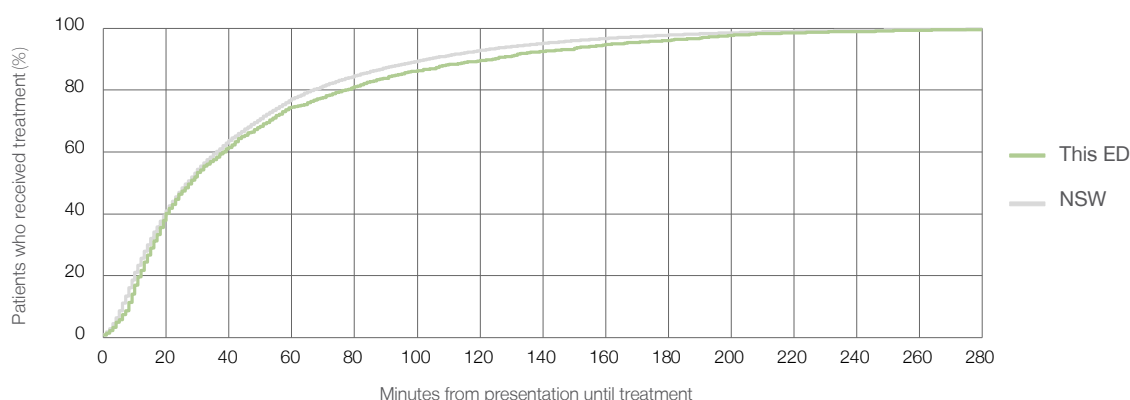
Number of triage 4 patients used to calculate waiting time: ³ 1,833

Median time to start treatment ⁴ 28 minutes

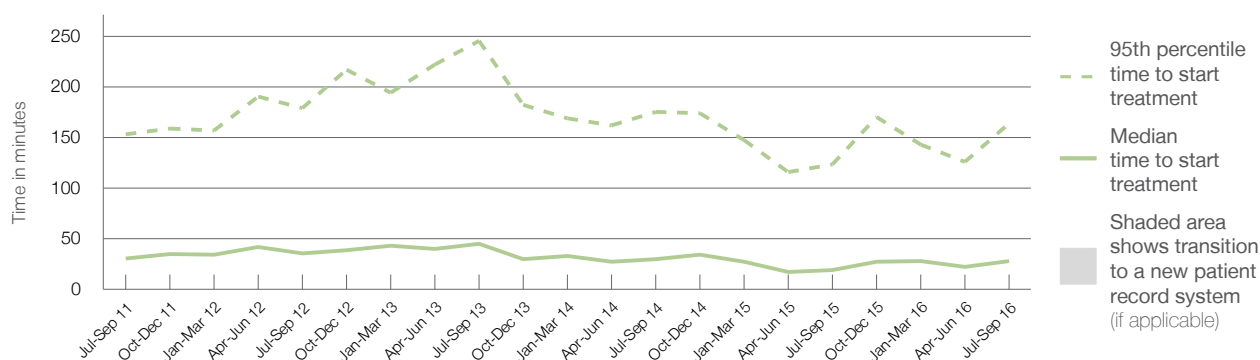
95th percentile time to start treatment ⁵ 164 minutes

Same period last year	NSW (this period)
1,665	
1,560	
19 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	31	36	45	30	19	28
95th percentile time to start treatment ⁵ (minutes)	153	179	245	175	124	164

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 584

Number of triage 5 patients used to calculate waiting time:³ 496

Median time to start treatment⁴

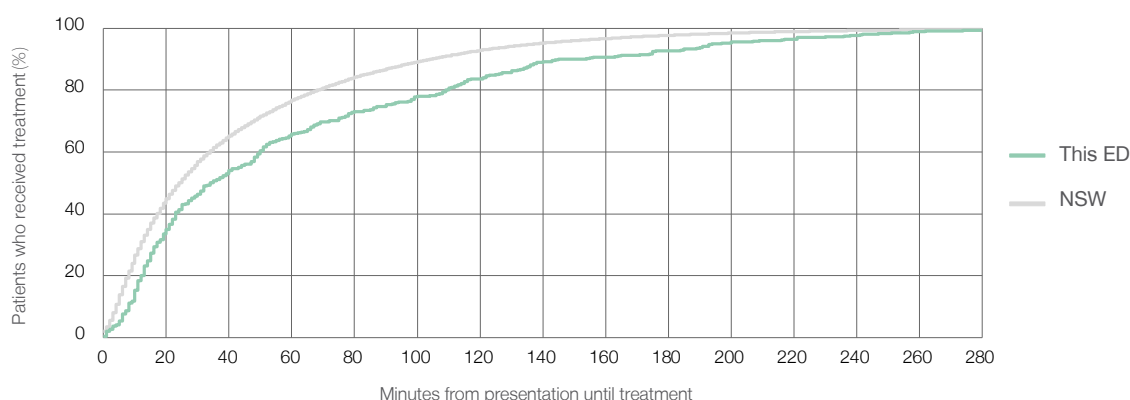
35 minutes

95th percentile time to start treatment⁵

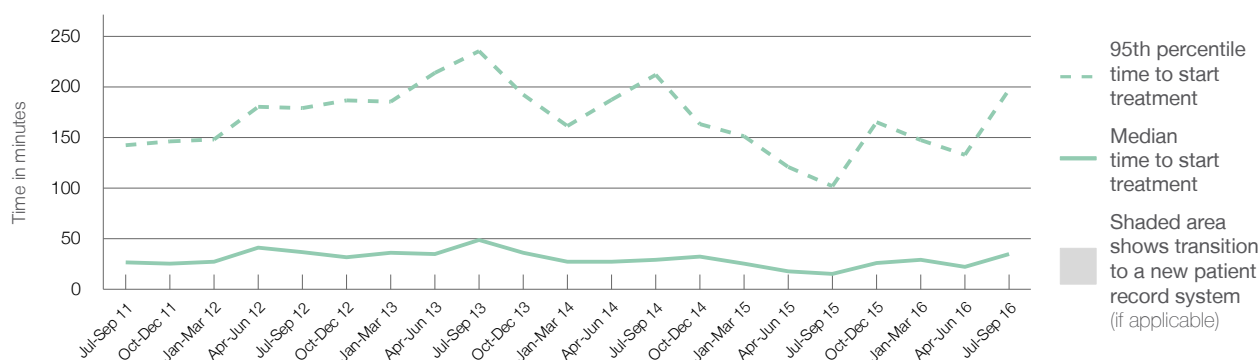
197 minutes

Same period last year	NSW (this period)
617	
567	
15 minutes	24 minutes
102 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	27	37	49	29	15	35
95th percentile time to start treatment ⁵ (minutes)	142	179	235	212	102	197

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,216 patients

Presentations used to calculate time to leaving the ED:⁶ 4,204 patients

Median time spent in the ED⁸

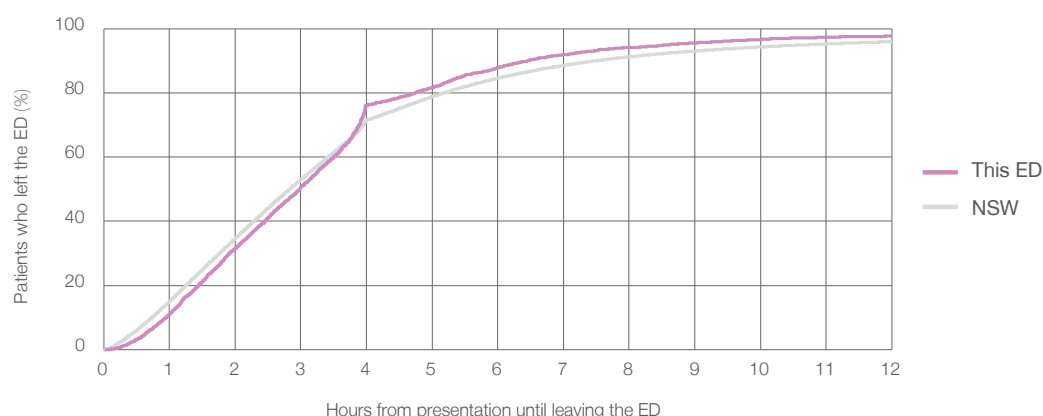
2 hours and 59 minutes

95th percentile time spent in the ED⁹

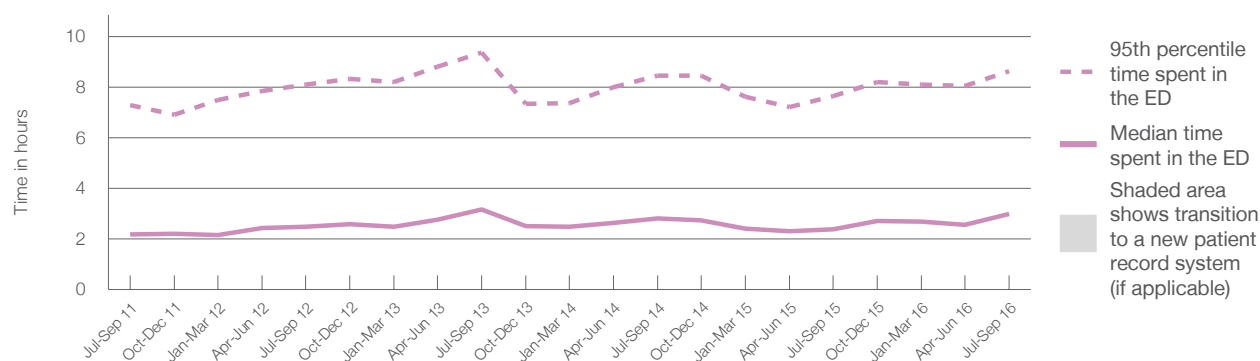
8 hours and 38 minutes

Same period last year	NSW (this period)
4,011	
4,011	
2 hours and 24 minutes	2 hours and 50 minutes
7 hours and 39 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 30m	3h 11m	2h 49m	2h 24m	2h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	7h 17m	8h 6m	9h 22m	8h 28m	7h 39m	8h 38m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

By mode of separation

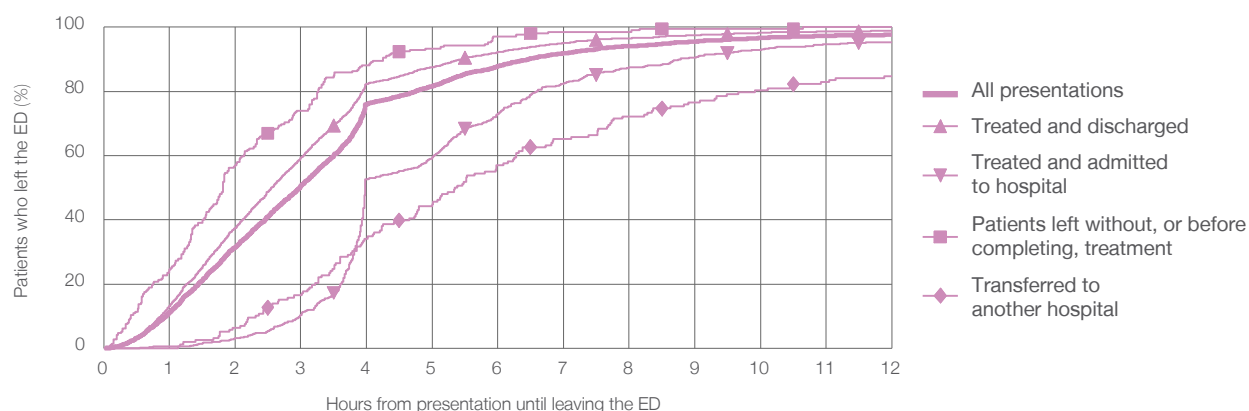
July to September 2016

All presentations:[†] 4,216 patients

Presentations used to calculate time to leaving the ED:[‡] 4,204 patients

		Same period last year	Change since one year ago
		4,011	4.8%
Treated and discharged	3,070 (72.8%)	2,921	5.1%
Treated and admitted to hospital	616 (14.6%)	723	-14.8%
Patient left without, or before completing, treatment	214 (5.1%)	207	3.4%
Transferred to another hospital	159 (3.8%)	153	3.9%
Other	157 (3.7%)	7	2142.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.2%	37.5%	59.4%	82.3%	92.3%	96.6%	98.2%	98.9%
Treated and admitted to hospital	0.5%	3.1%	10.4%	52.7%	73.0%	87.5%	93.0%	95.3%
Patient left without, or before completing, treatment	24.5%	57.1%	74.1%	88.2%	97.2%	98.6%	99.5%	100%
Transferred to another hospital	0%	6.3%	16.5%	34.2%	57.0%	72.2%	80.4%	84.8%
All presentations	11.2%	31.5%	50.6%	76.0%	87.9%	94.1%	96.6%	97.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 4,216 patients

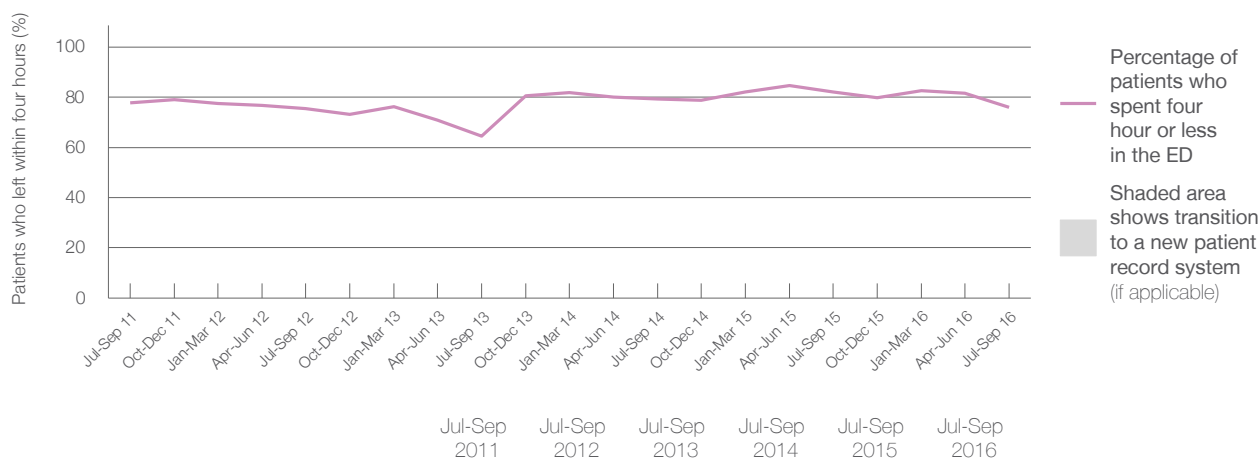
Presentations used to calculate time to leaving the ED: ⁶ 4,204 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,011	5.1%
4,011	4.8%
82.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	77.7%	75.4%	64.5%	79.3%	82.1%	76.0%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Casino and District Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,378 patients

Emergency presentations:² 3,146 patients

Same period last year	Change since one year ago
3,543	-4.7%
3,359	-6.3%

Casino and District Memorial Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 189 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,017 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 121 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,596 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 185 minutes

Same period last year	NSW (this period)
220	
7 minutes	8 minutes
34 minutes	41 minutes
1,022	
21 minutes	21 minutes
94 minutes	103 minutes
1,749	
43 minutes	27 minutes
193 minutes	139 minutes
362	
32 minutes	24 minutes
167 minutes	138 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,376 patients

Percentage of patients who spent four hours or less in the ED 88.9%

Same period last year	Change since one year ago
3,542	-4.7%
88.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

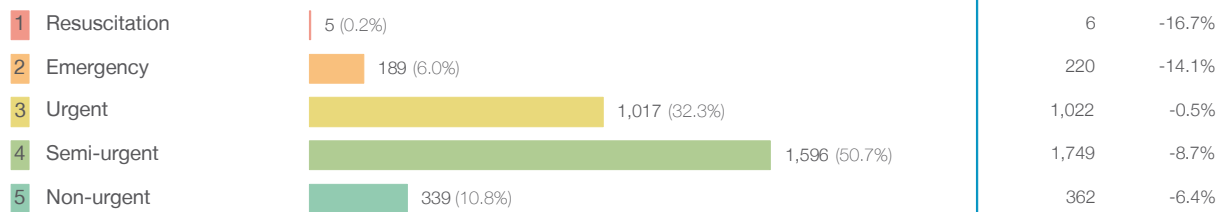
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Casino and District Memorial Hospital: Patients presenting to the emergency department

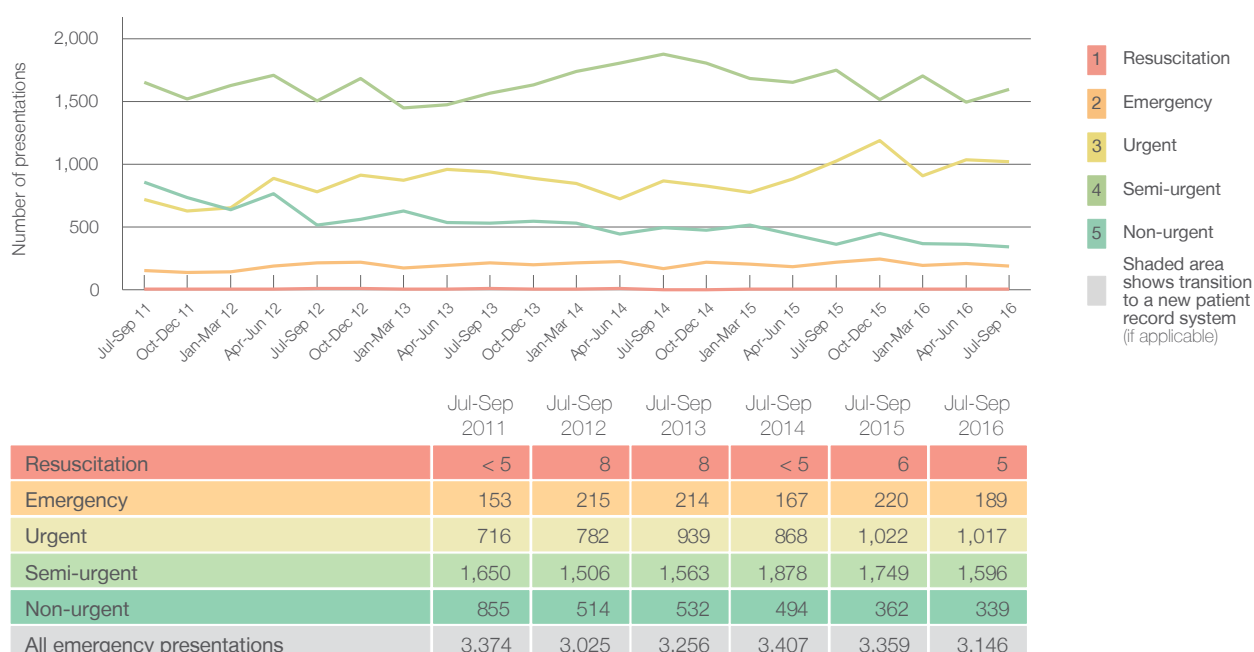
July to September 2016

All presentations:¹ 3,378 patients

Emergency presentations² by triage category: 3,146 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Casino and District Memorial Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 299 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 189

Number of triage 2 patients used to calculate waiting time:³ 177

Median time to start treatment⁴

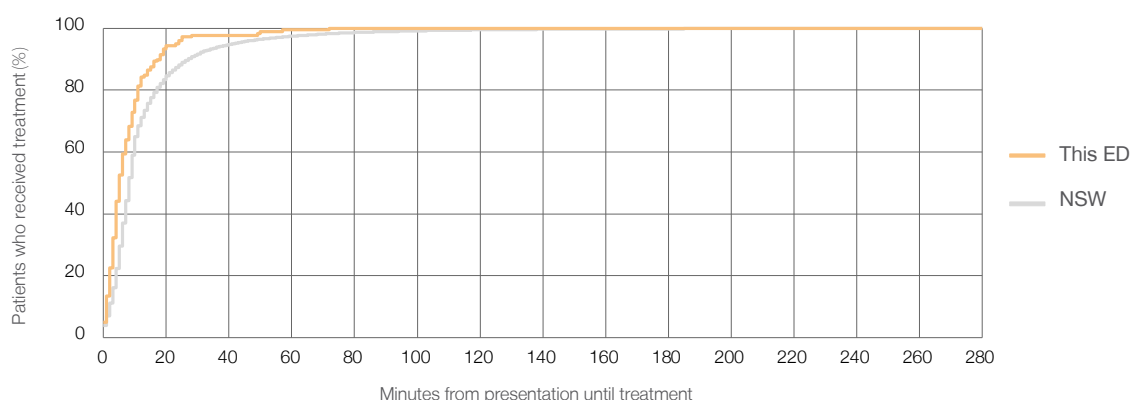
5 minutes

95th percentile time to start treatment⁵

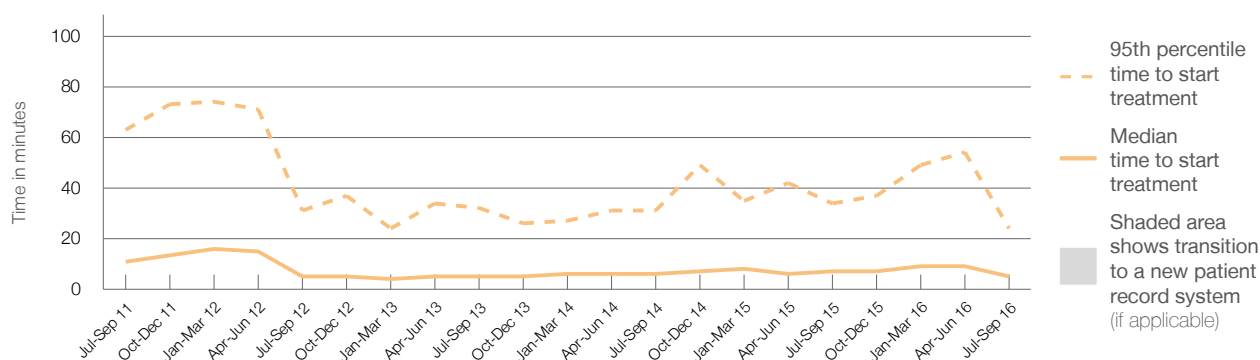
24 minutes

Same period last year	NSW (this period)
220	
214	
7 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	5	5	6	7	5
95th percentile time to start treatment ⁵ (minutes)	63	31	32	31	34	24

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,017

Number of triage 3 patients used to calculate waiting time:³ 965

Median time to start treatment⁴

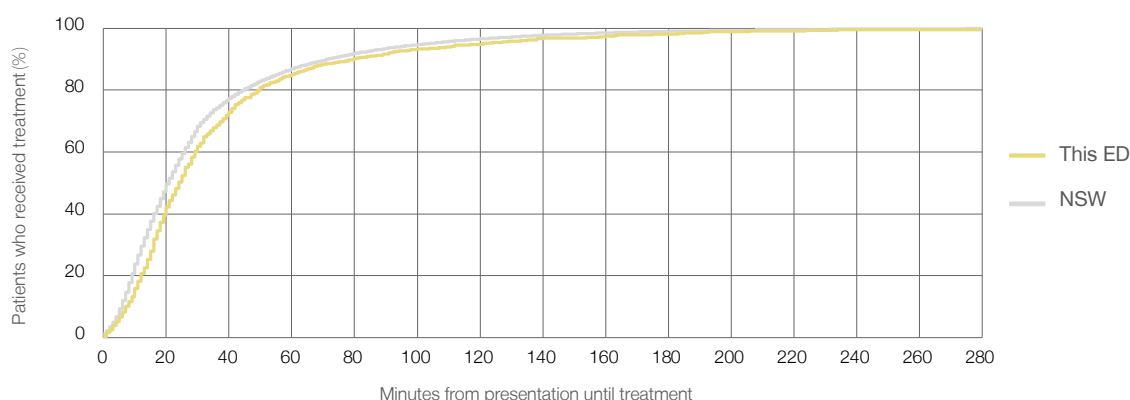
24 minutes

95th percentile time to start treatment⁵

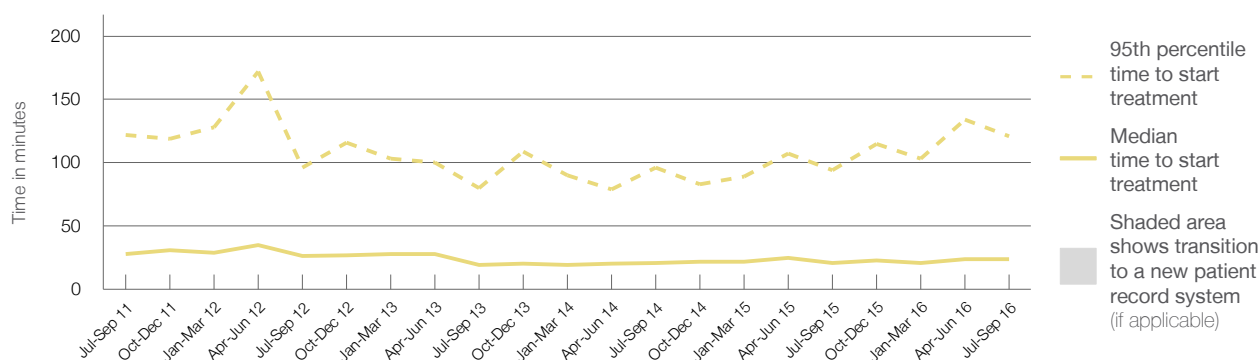
121 minutes

Same period last year	NSW (this period)
1,022	
982	
21 minutes	21 minutes
94 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	28	27	19	21	21	24
95th percentile time to start treatment ⁵ (minutes)	122	96	80	96	94	121

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,596

Number of triage 4 patients used to calculate waiting time:³ 1,416

Median time to start treatment⁴

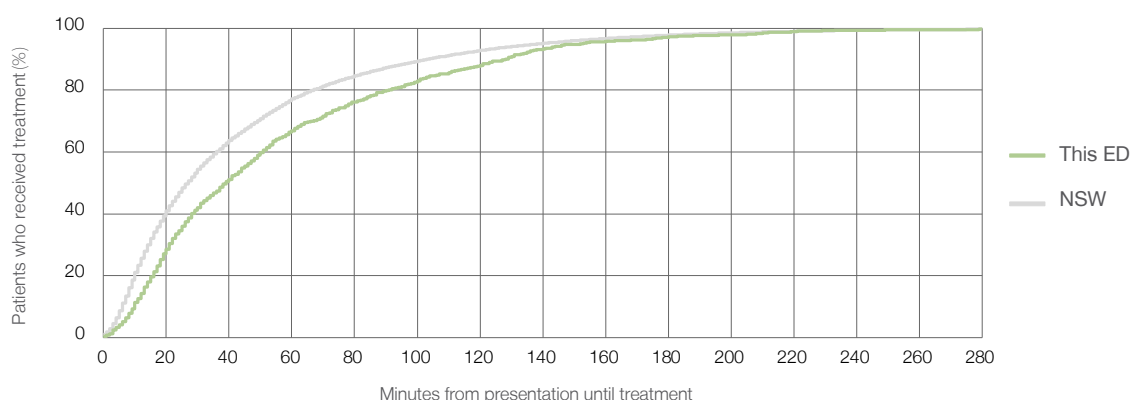
39 minutes

95th percentile time to start treatment⁵

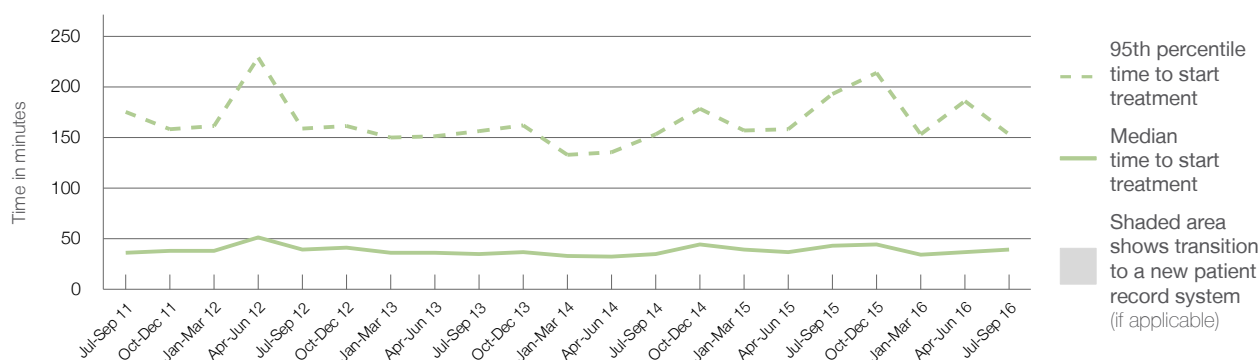
153 minutes

Same period last year	NSW (this period)
1,749	
1,596	
43 minutes	27 minutes
193 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	39	35	35	43	39
95th percentile time to start treatment ⁵ (minutes)	175	159	156	153	193	153

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 339

Number of triage 5 patients used to calculate waiting time:³ 244

Median time to start treatment⁴

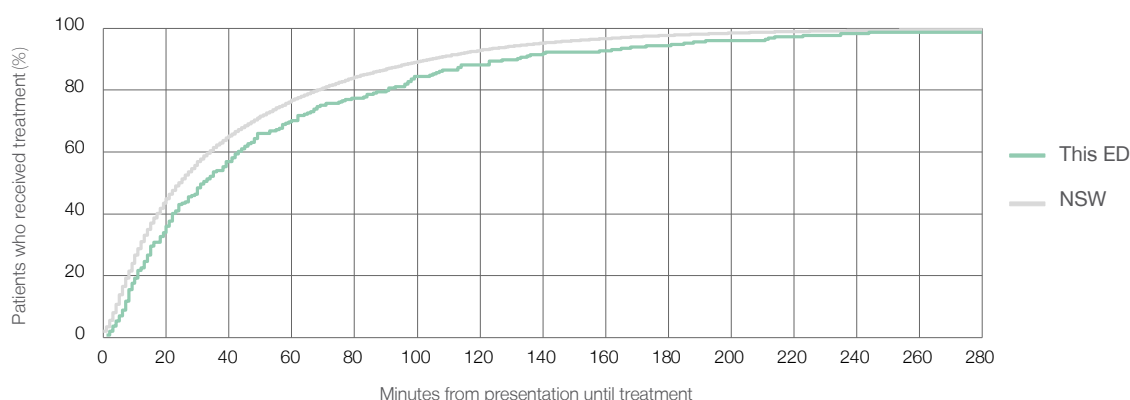
32 minutes

95th percentile time to start treatment⁵

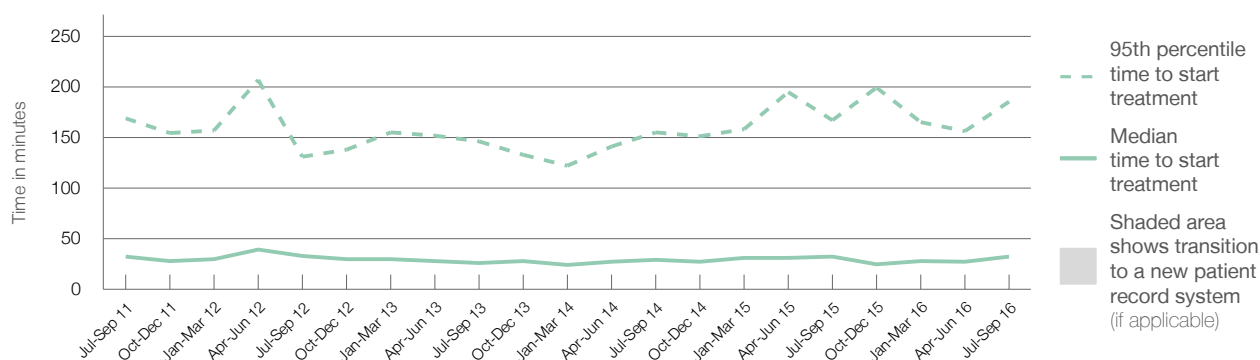
185 minutes

Same period last year	NSW (this period)
362	
314	
32 minutes	24 minutes
167 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	32	33	26	29	32	32
95th percentile time to start treatment ⁵ (minutes)	169	131	146	155	167	185

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,378 patients

Presentations used to calculate time to leaving the ED:⁶ 3,376 patients

Median time spent in the ED⁸

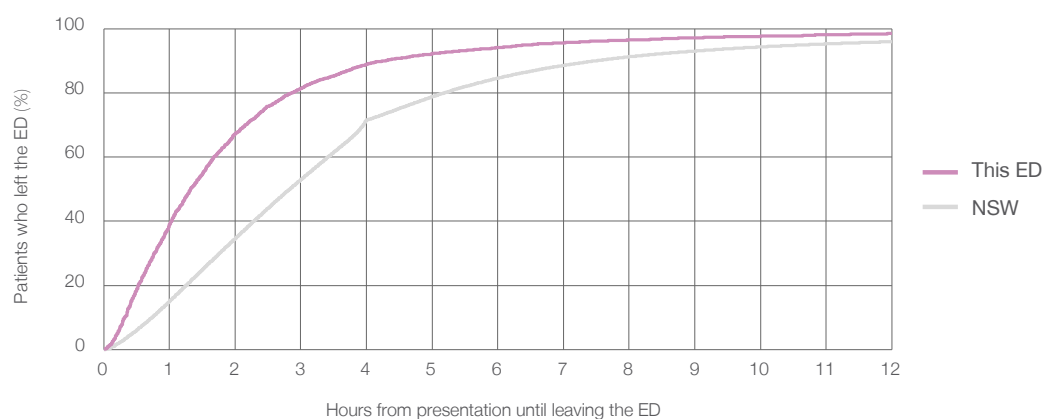
1 hours and 19 minutes

95th percentile time spent in the ED⁹

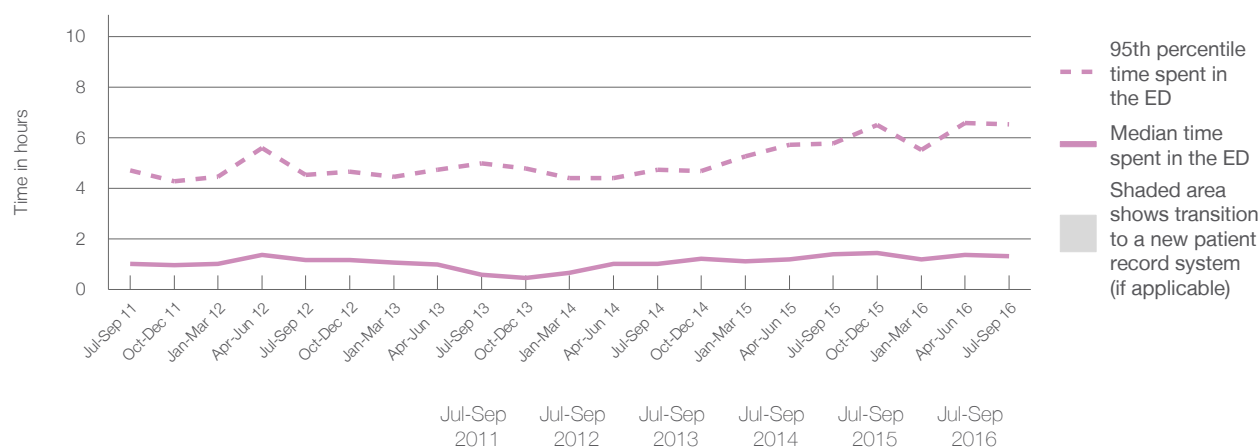
6 hours and 32 minutes

Same period last year	NSW (this period)
3,543	
3,542	
1 hours and 24 minutes	2 hours and 50 minutes
5 hours and 47 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 2m	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 43m	4h 32m	5h 0m	4h 44m	5h 47m	6h 32m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

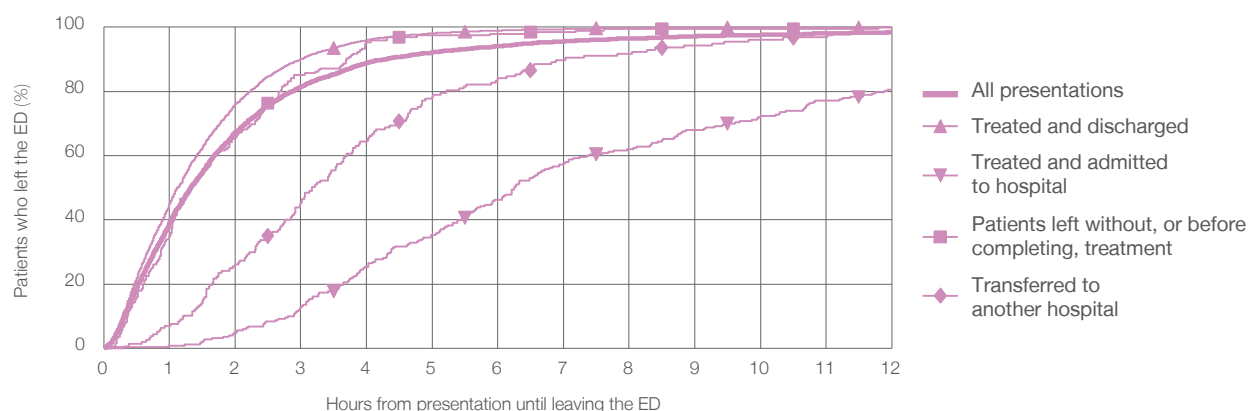
All presentations:¹ 3,378 patients

Presentations used to calculate time to leaving the ED:⁶ 3,376 patients

Treated and discharged	2,722 (80.6%)
Treated and admitted to hospital	253 (7.5%)
Patient left without, or before completing, treatment	195 (5.8%)
Transferred to another hospital	157 (4.6%)
Other	51 (1.5%)

Same period last year	Change since one year ago
3,542	-4.7%
2,893	-5.9%
247	2.4%
210	-7.1%
155	1.3%
38	34.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	45.1%	76.1%	90.1%	96.0%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.8%	4.7%	12.6%	25.3%	46.2%	62.1%	72.3%	80.6%
Patient left without, or before completing, treatment	34.9%	65.6%	85.1%	95.4%	97.9%	99.5%	99.5%	100%
Transferred to another hospital	7.0%	26.1%	45.2%	64.3%	84.1%	91.7%	96.2%	98.1%
All presentations	39.0%	67.4%	81.5%	88.9%	94.1%	96.4%	97.6%	98.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,378 patients

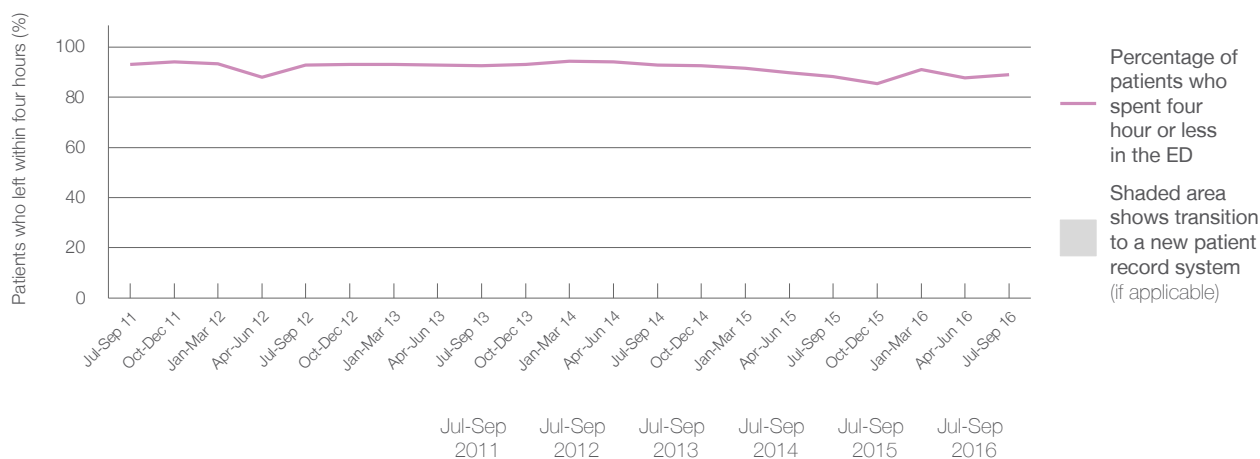
Presentations used to calculate time to leaving the ED: ⁶ 3,376 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,543	-4.7%
3,542	-4.7%
88.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	93.0%	92.7%	92.5%	92.8%	88.2%	88.9%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Cessnock District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,262 patients

Emergency presentations:² 4,214 patients

Same period last year	Change since one year ago
4,266	-0.1%
4,185	0.7%

Cessnock District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 244 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,095 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,080 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 133 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 787 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
255	
6 minutes	8 minutes
25 minutes	41 minutes
1,030	
19 minutes	21 minutes
68 minutes	103 minutes
2,110	
33 minutes	27 minutes
123 minutes	139 minutes
781	
39 minutes	24 minutes
133 minutes	138 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,262 patients

Percentage of patients who spent four hours or less in the ED 87.2%

Same period last year	Change since one year ago
4,266	-0.1%
87.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

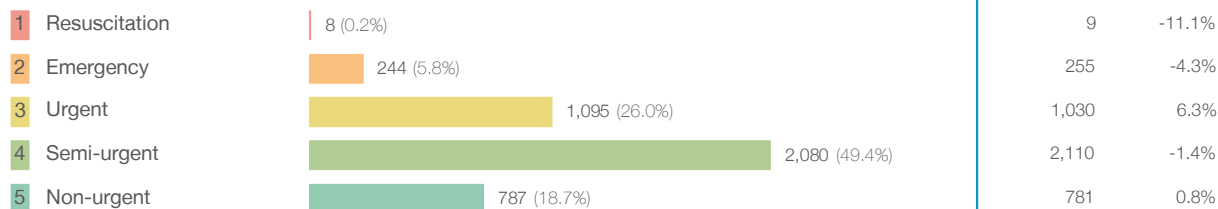
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Cessnock District Hospital: Patients presenting to the emergency department

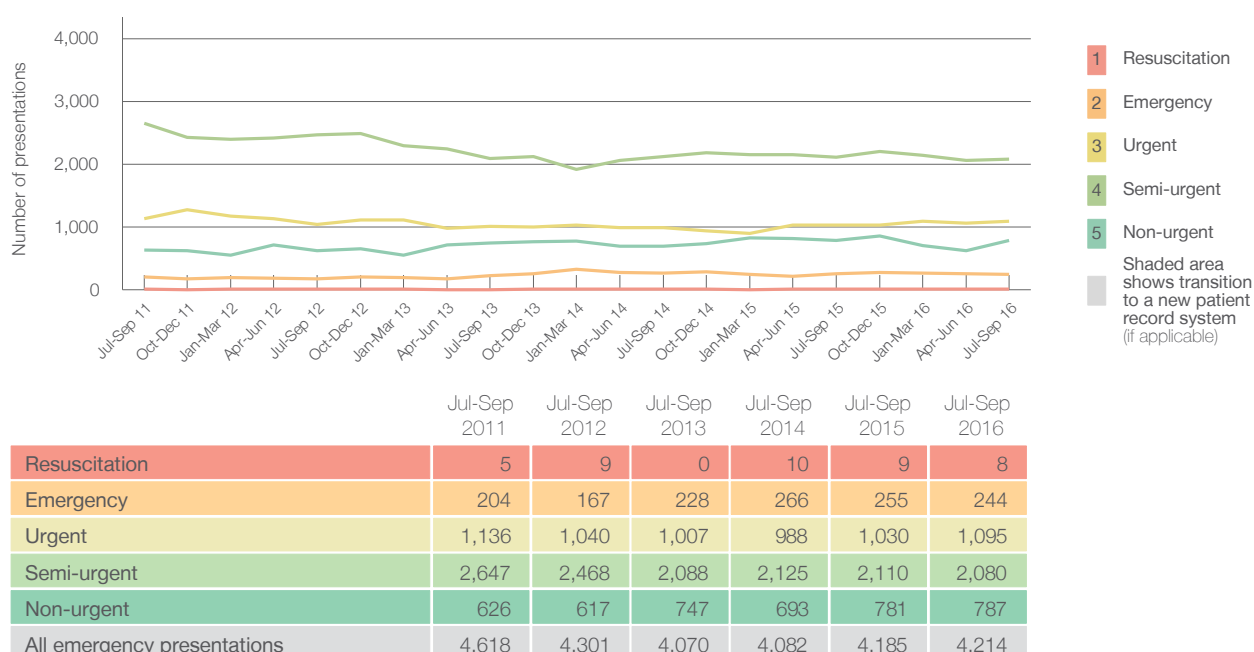
July to September 2016

All presentations:¹ 4,262 patients

Emergency presentations² by triage category: 4,214 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Cessnock District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 441 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 244

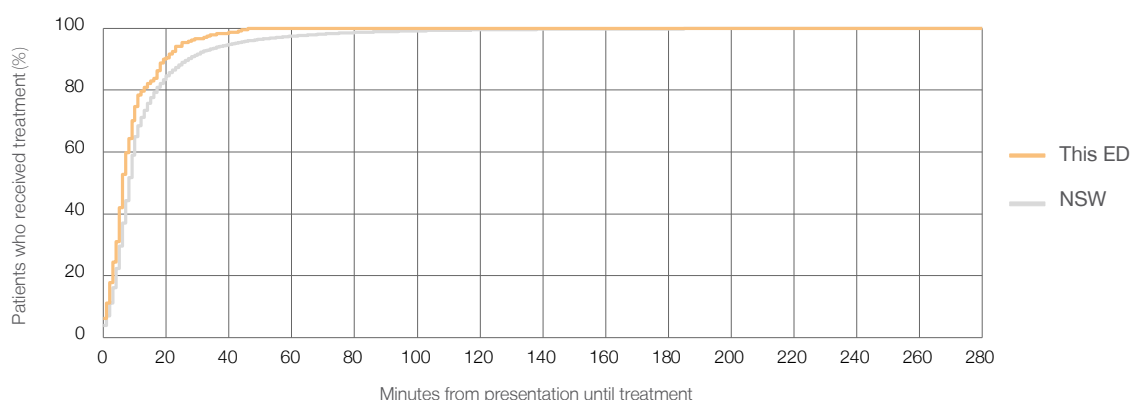
Number of triage 2 patients used to calculate waiting time:³ 241

Median time to start treatment⁴ 6 minutes

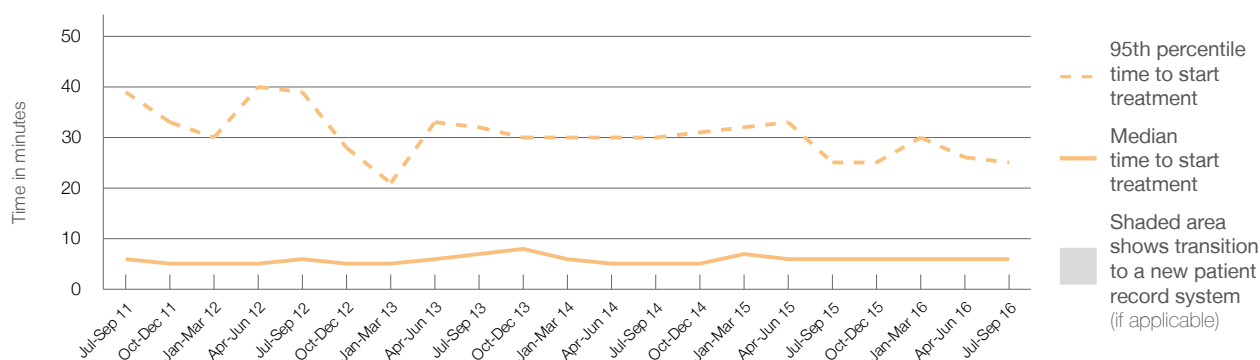
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
255	
254	
6 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	6	7	5	6	6
95th percentile time to start treatment ⁵ (minutes)	39	39	32	30	25	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,095

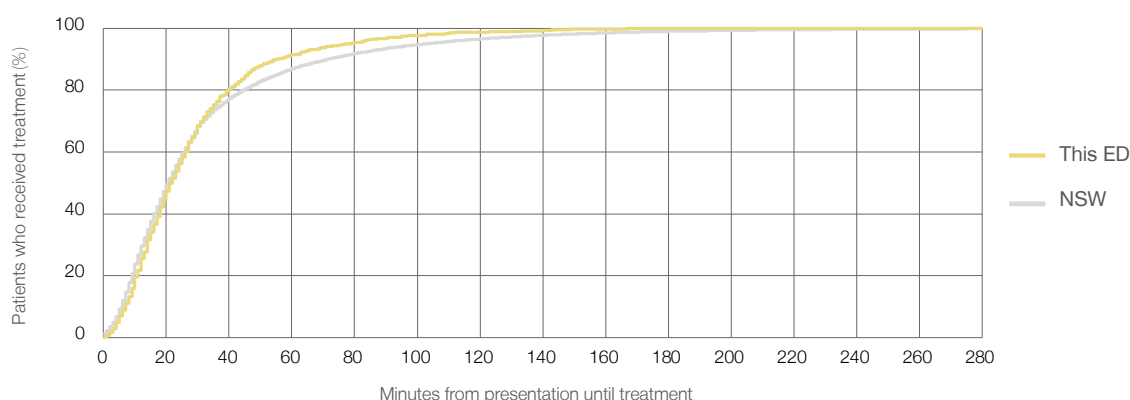
Number of triage 3 patients used to calculate waiting time: ³ 1,060

Median time to start treatment ⁴ 22 minutes

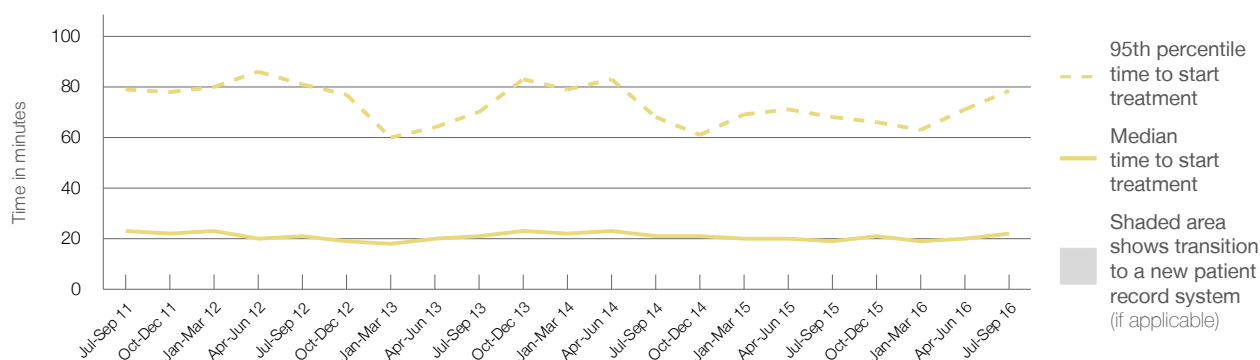
95th percentile time to start treatment ⁵ 79 minutes

Same period last year	NSW (this period)
1,030	
996	
19 minutes	21 minutes
68 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	21	21	21	19	22
95th percentile time to start treatment ⁵ (minutes)	79	81	70	68	68	79

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,080

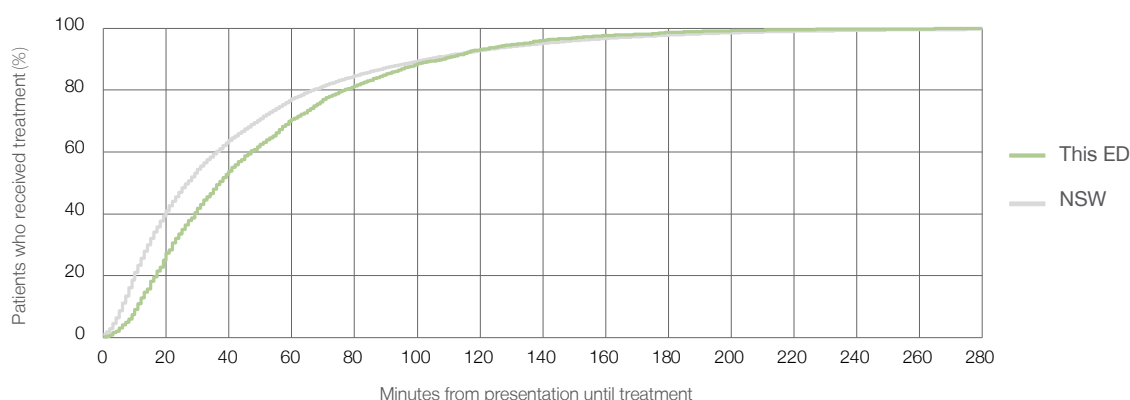
Number of triage 4 patients used to calculate waiting time:³ 1,878

Median time to start treatment⁴ 37 minutes

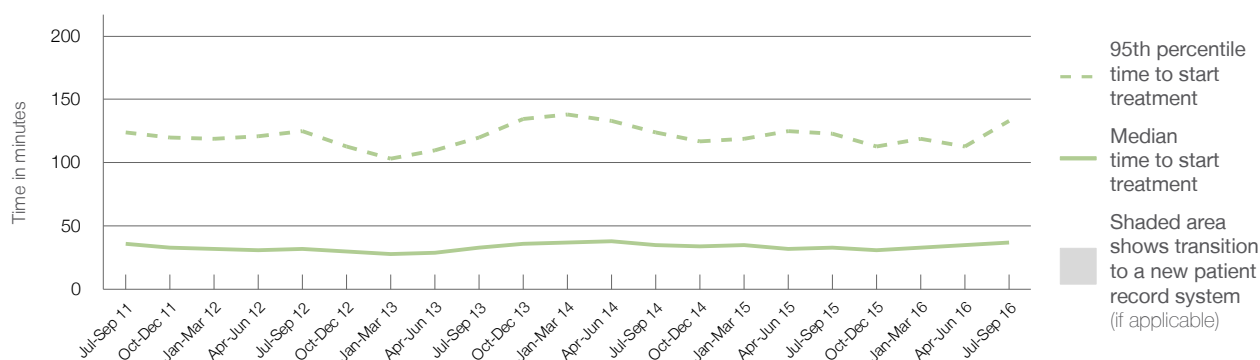
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
2,110	
1,932	
33 minutes	27 minutes
123 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	32	33	35	33	37
95th percentile time to start treatment ⁵ (minutes)	124	125	120	124	123	133

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 787

Number of triage 5 patients used to calculate waiting time:³ 659

Median time to start treatment⁴

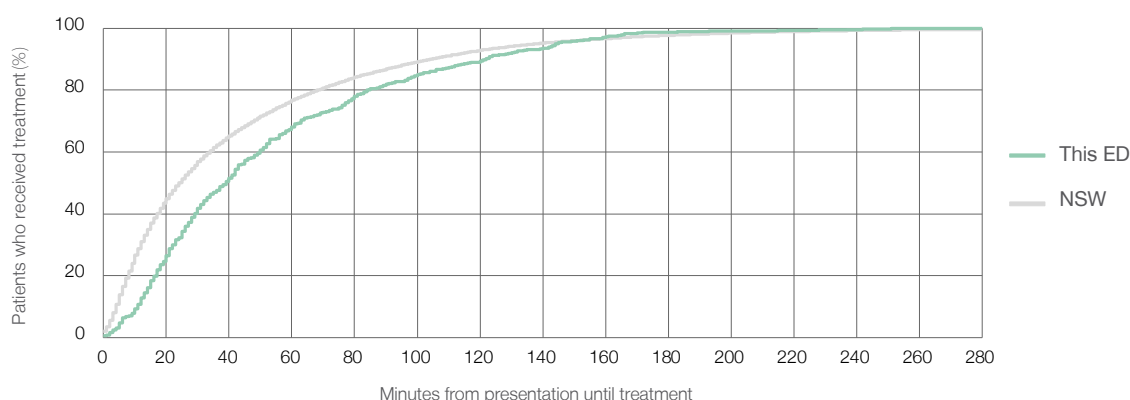
39 minutes

95th percentile time to start treatment⁵

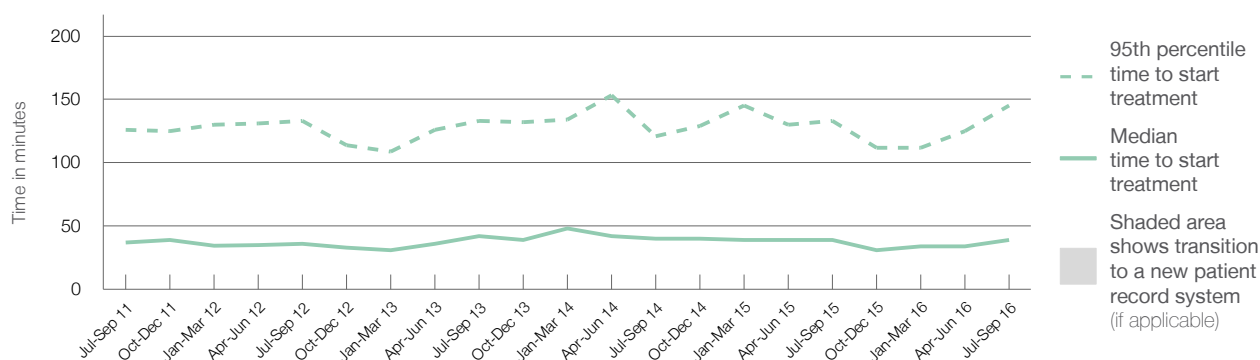
145 minutes

Same period last year	NSW (this period)
781	
669	
39 minutes	24 minutes
133 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	36	42	40	39	39
95th percentile time to start treatment ⁵ (minutes)	126	133	133	121	133	145

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,262 patients

Presentations used to calculate time to leaving the ED:⁶ 4,262 patients

Median time spent in the ED⁸

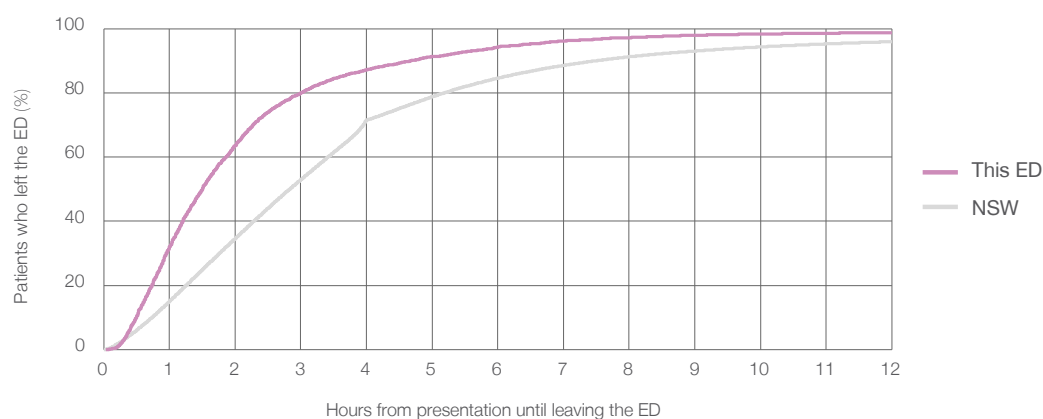
1 hours and 30 minutes

95th percentile time spent in the ED⁹

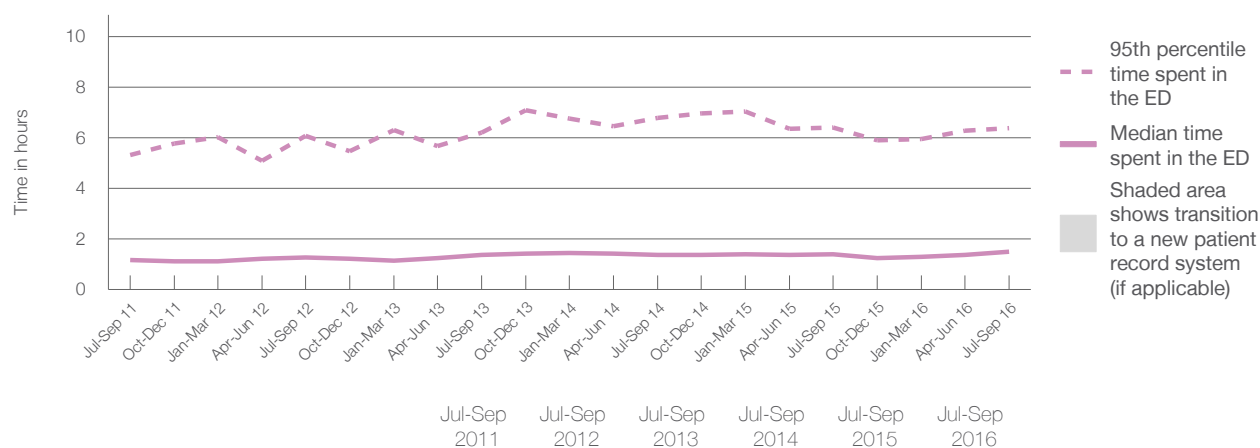
6 hours and 23 minutes

Same period last year	NSW (this period)
4,266	
4,266	
1 hours and 24 minutes	2 hours and 50 minutes
6 hours and 25 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
1h 11m	1h 16m	1h 22m	1h 23m	1h 24m	1h 30m	
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 20m	6h 5m	6h 13m	6h 47m	6h 25m	6h 23m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

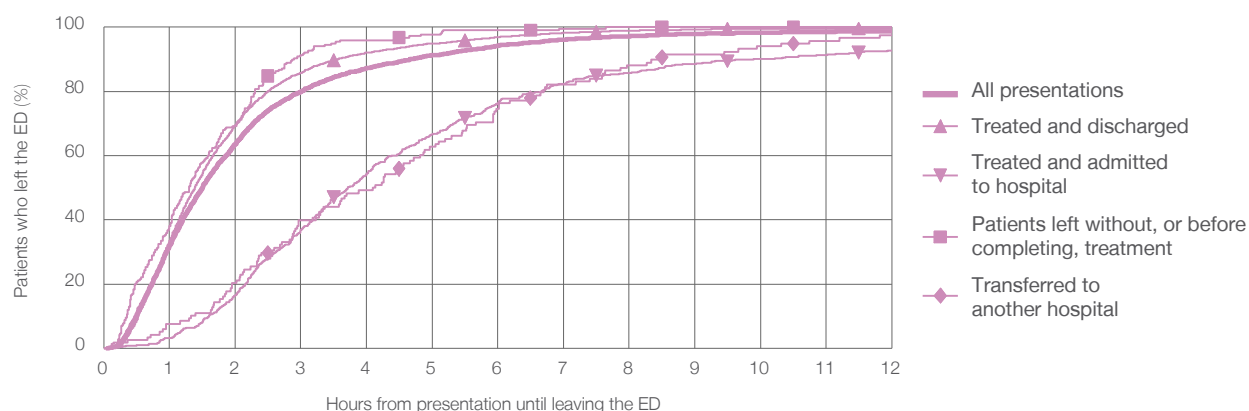
All presentations:[†] 4,262 patients

Presentations used to calculate time to leaving the ED:[‡] 4,262 patients

Treated and discharged	3,209 (75.3%)
Treated and admitted to hospital	483 (11.3%)
Patient left without, or before completing, treatment	218 (5.1%)
Transferred to another hospital	118 (2.8%)
Other	234 (5.5%)

Same period last year	Change since one year ago
4,266	-0.1%
3,228	-0.6%
463	4.3%
202	7.9%
140	-15.7%
233	0.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	33.5%	69.6%	85.8%	92.1%	96.9%	98.9%	99.6%	99.6%
Treated and admitted to hospital	3.1%	16.6%	36.9%	54.5%	76.4%	85.7%	90.1%	92.8%
Patient left without, or before completing, treatment	38.1%	69.3%	91.3%	95.9%	99.1%	100%	100%	100%
Transferred to another hospital	7.6%	20.3%	39.8%	49.2%	74.6%	88.1%	94.1%	97.5%
All presentations	32.1%	63.7%	80.0%	87.2%	94.3%	97.2%	98.4%	98.8%

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Cessnock District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 4,262 patients

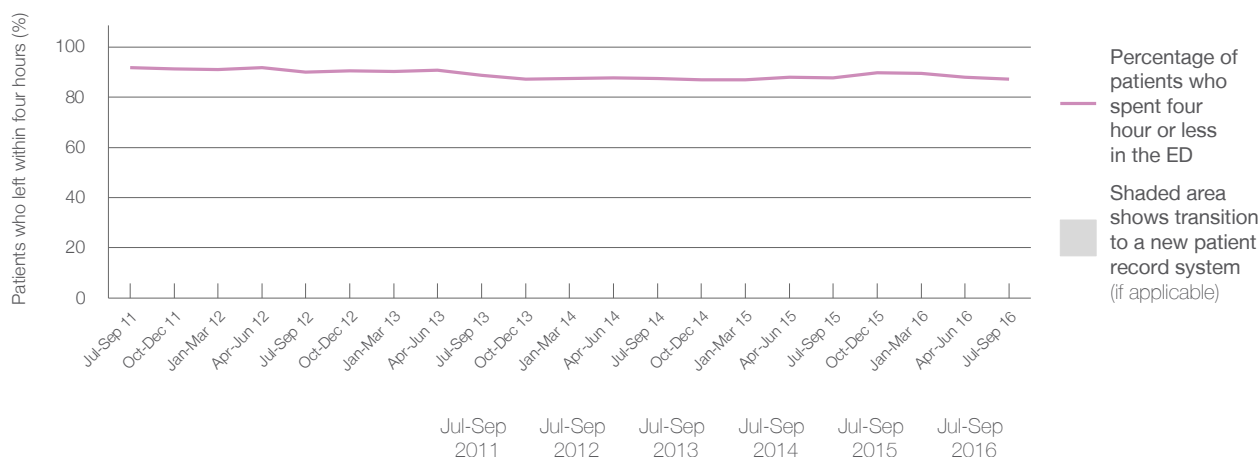
Presentations used to calculate time to leaving the ED: ⁶ 4,262 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,266	-0.1%
4,266	-0.1%
87.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	91.7%	89.9%	88.7%	87.4%	87.8%	87.2%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Deniliquin Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,072 patients

Emergency presentations:² 1,737 patients

Same period last year	Change since one year ago
2,382	-13.0%
1,831	-5.1%

Deniliquin Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 81 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 586 patients

Median time to start treatment⁴ 6 minutes

95th percentile time to start treatment⁵ 28 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 813 patients

Median time to start treatment⁴ 7 minutes

95th percentile time to start treatment⁵ 33 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 251 patients

Median time to start treatment⁴ 7 minutes

95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
99	
4 minutes	8 minutes
*	41 minutes
681	
8 minutes	21 minutes
30 minutes	103 minutes
833	
8 minutes	27 minutes
34 minutes	139 minutes
210	
8 minutes	24 minutes
63 minutes	138 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,072 patients

Percentage of patients who spent four hours or less in the ED

89.1%

Same period last year	Change since one year ago
2,382	-13.0%
88.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

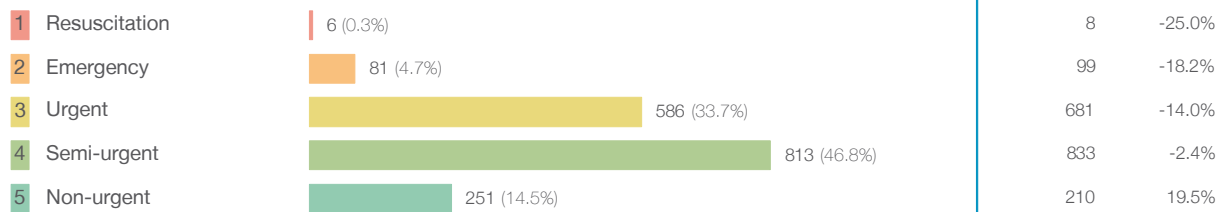
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Deniliquin Health Service: Patients presenting to the emergency department

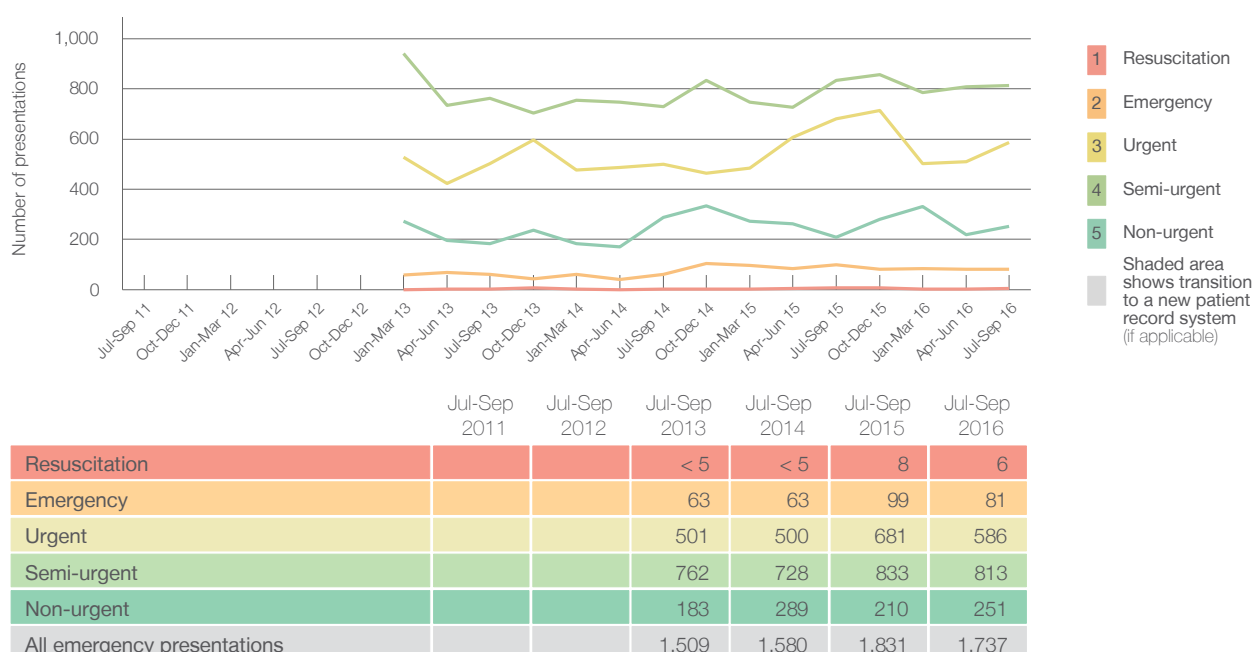
July to September 2016

All presentations:¹ 2,072 patients

Emergency presentations² by triage category: 1,737 patients



Emergency presentations² by quarter, July 2011 to September 2016 ‡§



Deniliquin Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 120 patients **

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 81

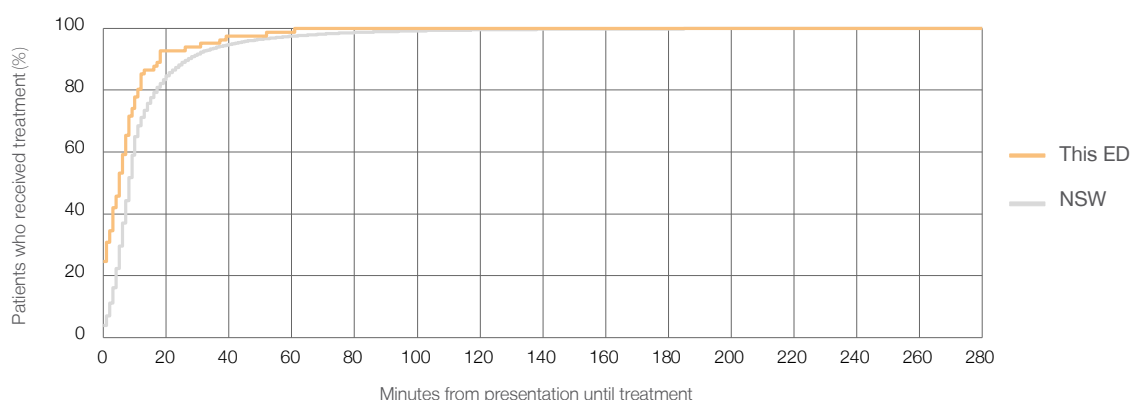
Number of triage 2 patients used to calculate waiting time: ³ 81

Median time to start treatment ⁴ 5 minutes

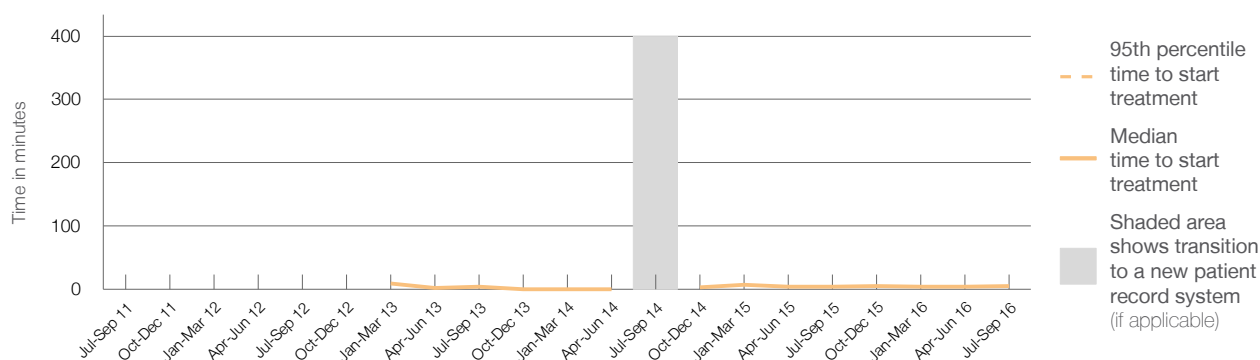
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
99	
97	
4 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			4		4	5
95th percentile time to start treatment ⁵ (minutes)			*		*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 586

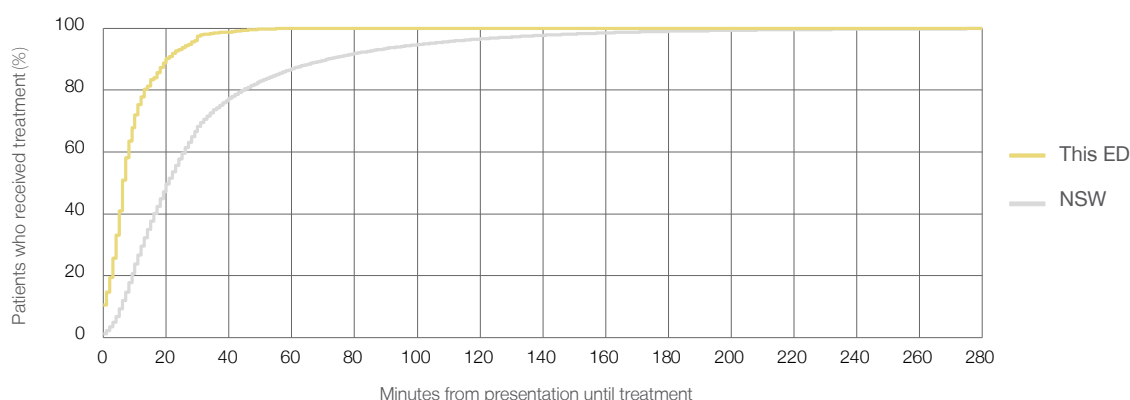
Number of triage 3 patients used to calculate waiting time:³ 573

Median time to start treatment⁴ 6 minutes

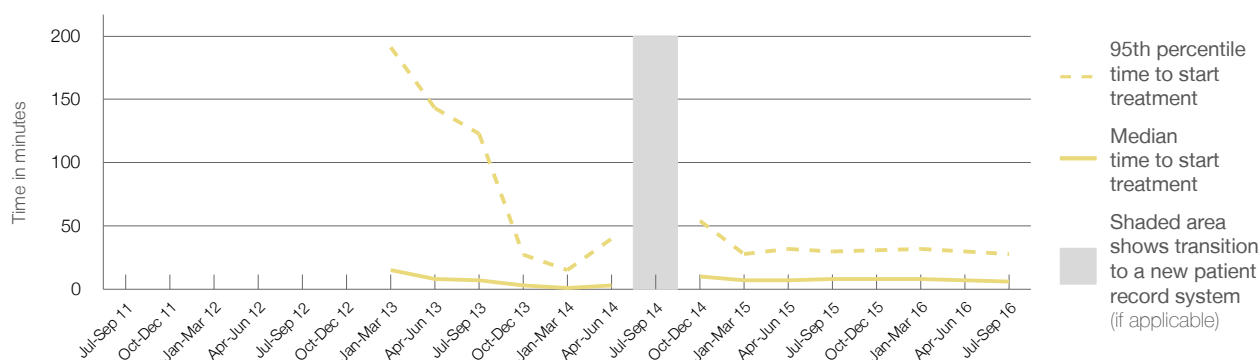
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
681	
668	
8 minutes	21 minutes
30 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			7		8	6
95th percentile time to start treatment ⁵ (minutes)			123		30	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 813

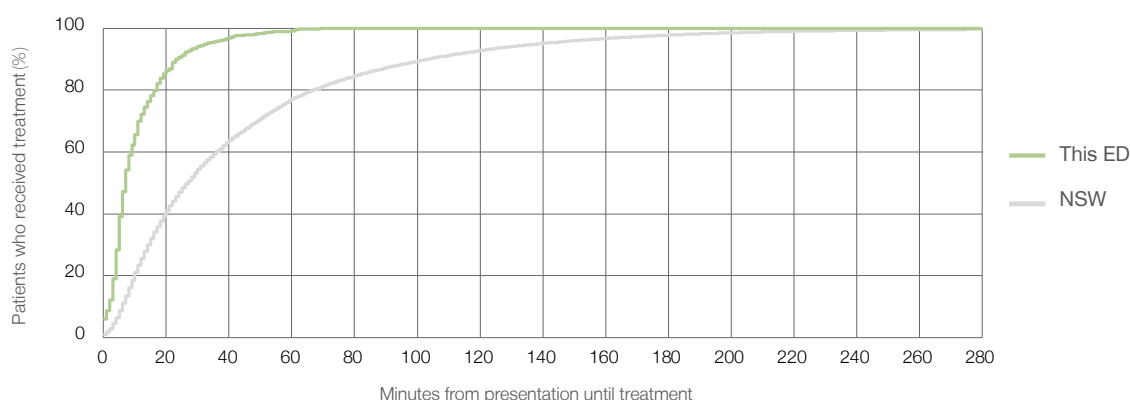
Number of triage 4 patients used to calculate waiting time:³ 781

Median time to start treatment⁴ 7 minutes

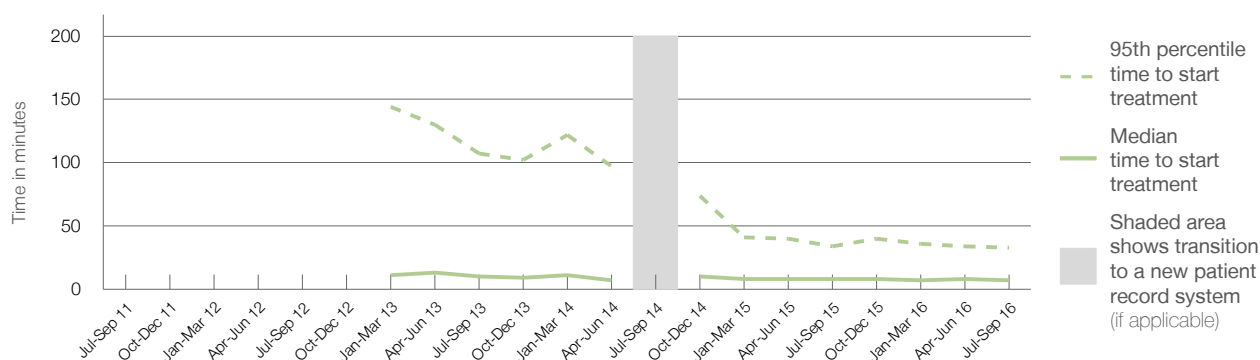
95th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
833	
781	
8 minutes	27 minutes
34 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10		8	7
95th percentile time to start treatment ⁵ (minutes)			107		34	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 251

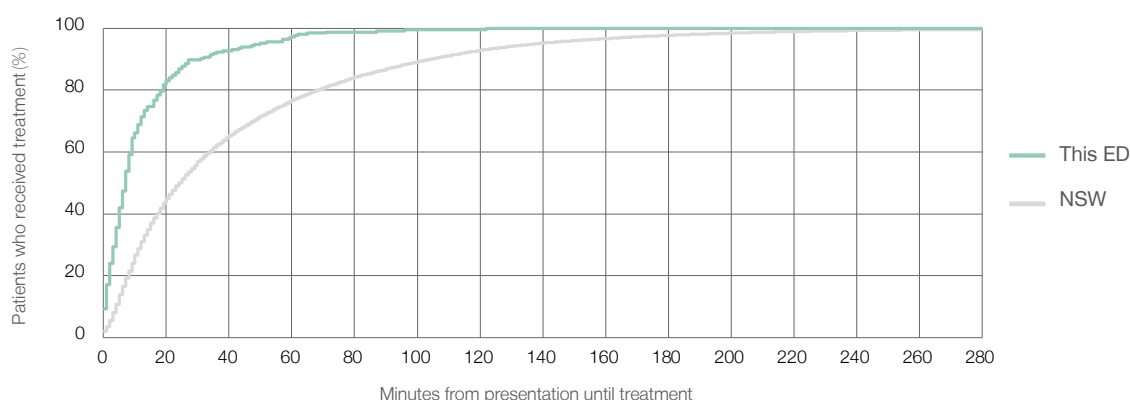
Number of triage 5 patients used to calculate waiting time:³ 245

Median time to start treatment⁴ 7 minutes

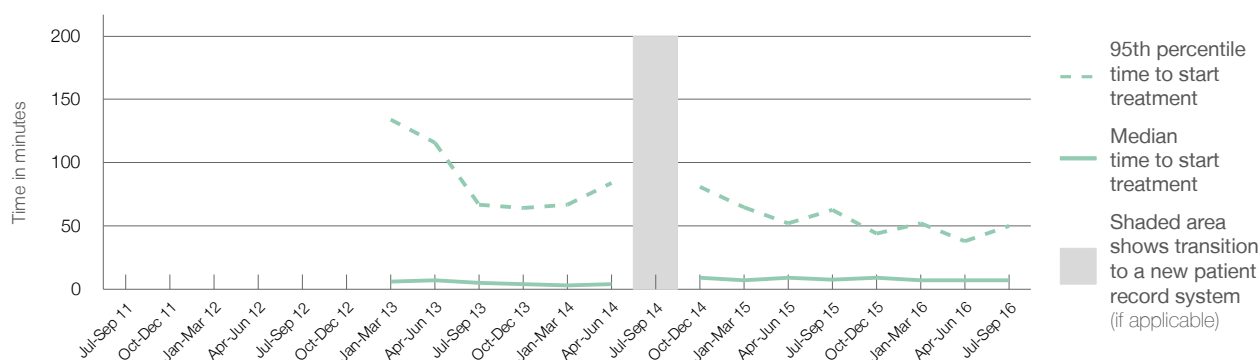
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
210	
200	
8 minutes	24 minutes
63 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			5		8	7
95th percentile time to start treatment ⁵ (minutes)			67		63	50

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Deniliquin Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,072 patients

Presentations used to calculate time to leaving the ED:⁶ 2,072 patients

Median time spent in the ED⁸

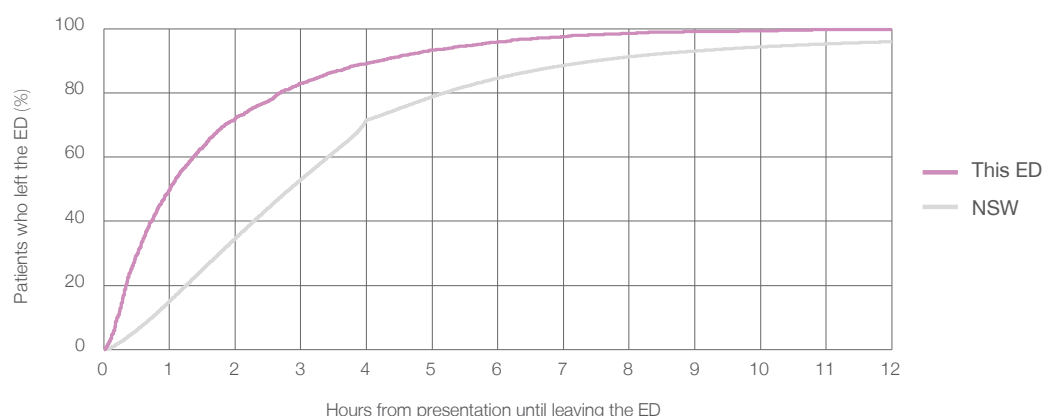
1 hours and 1 minutes

95th percentile time spent in the ED⁹

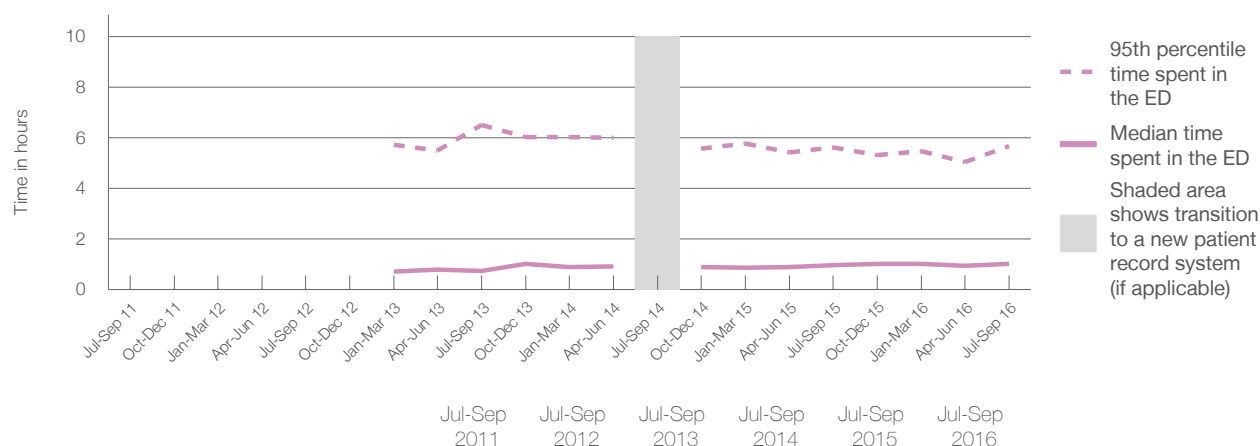
5 hours and 41 minutes

Same period last year	NSW (this period)
2,382	
2,382	
0 hours and 59 minutes	2 hours and 50 minutes
5 hours and 38 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			0h 44m		0h 59m	1h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)			6h 31m		5h 38m	5h 41m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients spent in the ED

By mode of separation

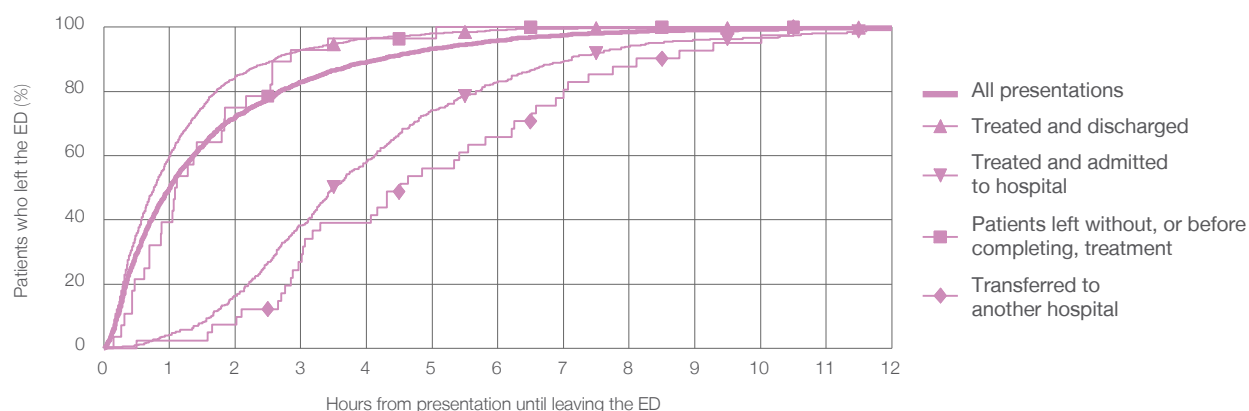
July to September 2016

All presentations:[†] 2,072 patients

Presentations used to calculate time to leaving the ED:[‡] 2,072 patients

		Same period last year	Change since one year ago
Treated and discharged	1,615 (77.9%)	1,881	-14.1%
Treated and admitted to hospital	332 (16.0%)	350	-5.1%
Patient left without, or before completing, treatment	28 (1.4%)	21	33.3%
Transferred to another hospital	41 (2.0%)	49	-16.3%
Other	56 (2.7%)	81	-30.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	59.8%	84.7%	92.9%	96.3%	99.0%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.2%	16.3%	38.3%	58.1%	83.1%	94.0%	96.7%	99.1%
Patient left without, or before completing, treatment	39.3%	75.0%	92.9%	96.4%	100%	100%	100%	100%
Transferred to another hospital	2.4%	7.3%	26.8%	39.0%	65.9%	87.8%	95.1%	100%
All presentations	49.9%	72.2%	82.9%	89.1%	95.8%	98.6%	99.3%	99.8%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Deniliquin Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,072 patients

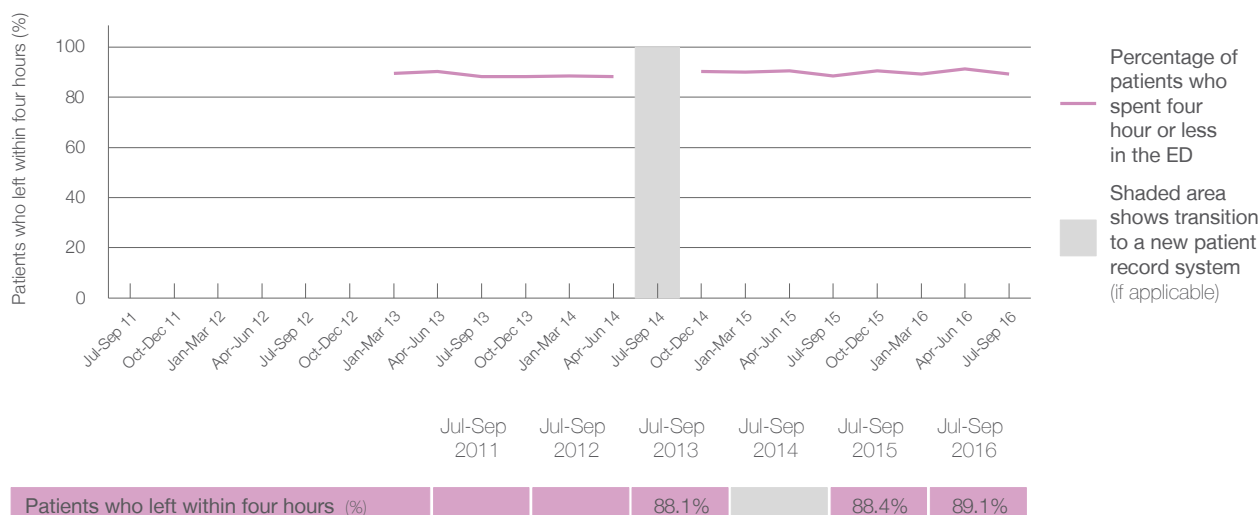
Presentations used to calculate time to leaving the ED: ⁶ 2,072 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,382	-13.0%
2,382	-13.0%
88.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Forbes District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,856 patients

Emergency presentations:² 1,619 patients

Same period last year	Change since one year ago
2,512	-26.1%
1,964	-17.6%

Forbes District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 87 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 270 patients

Median time to start treatment⁴ 16 minutes

95th percentile time to start treatment⁵ 96 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 526 patients

Median time to start treatment⁴ 25 minutes

95th percentile time to start treatment⁵ 192 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 731 patients

Median time to start treatment⁴ 31 minutes

95th percentile time to start treatment⁵ 209 minutes

Same period last year	NSW (this period)
81	
6 minutes	8 minutes
*	41 minutes
275	
15 minutes	21 minutes
54 minutes	103 minutes
797	
26 minutes	27 minutes
111 minutes	139 minutes
806	
23 minutes	24 minutes
126 minutes	138 minutes

Forbes District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,855 patients

Percentage of patients who spent four hours or less in the ED 88.0%

Same period last year	Change since one year ago
2,512	-26.2%
96.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

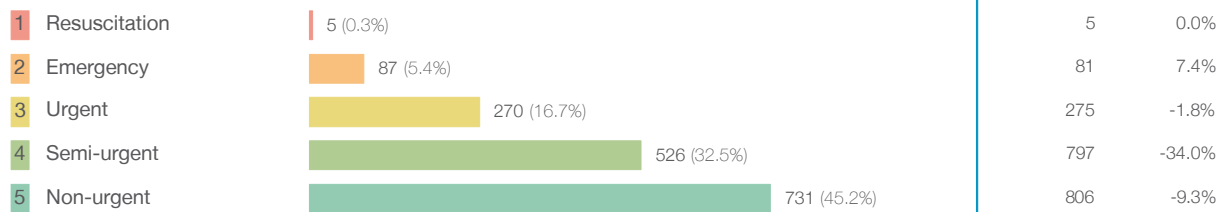
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Forbes District Hospital: Patients presenting to the emergency department

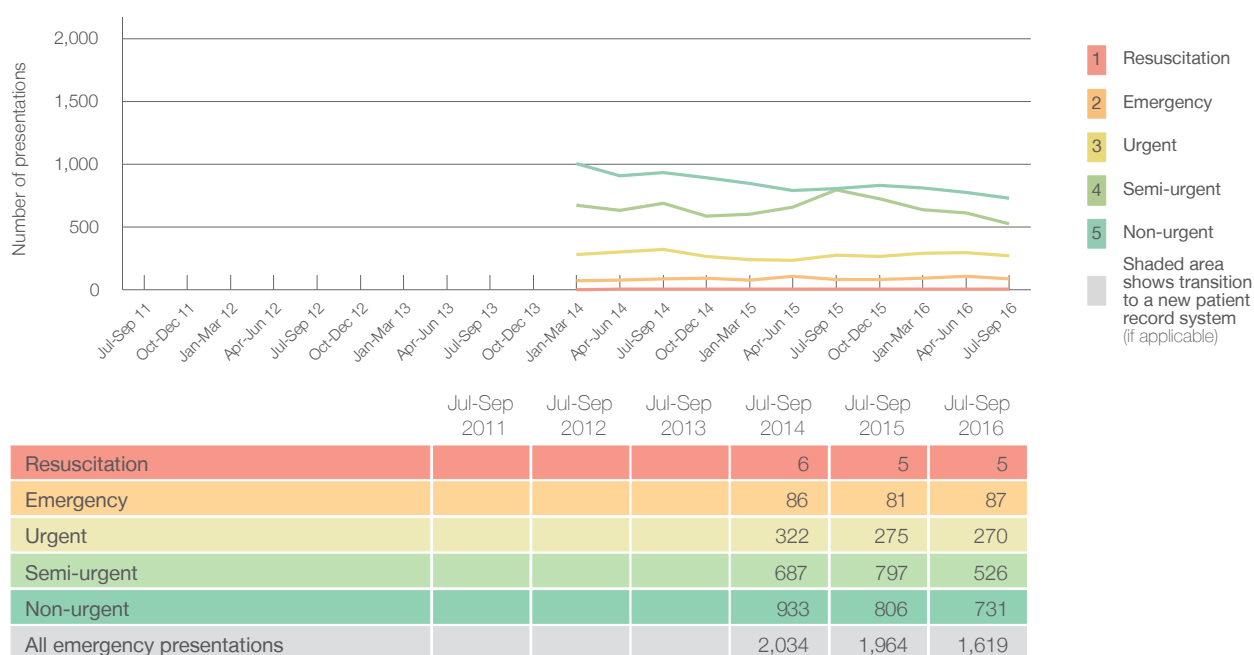
July to September 2016

All presentations:¹ 1,856 patients

Emergency presentations² by triage category: 1,619 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Forbes District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 145 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Forbes District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 87

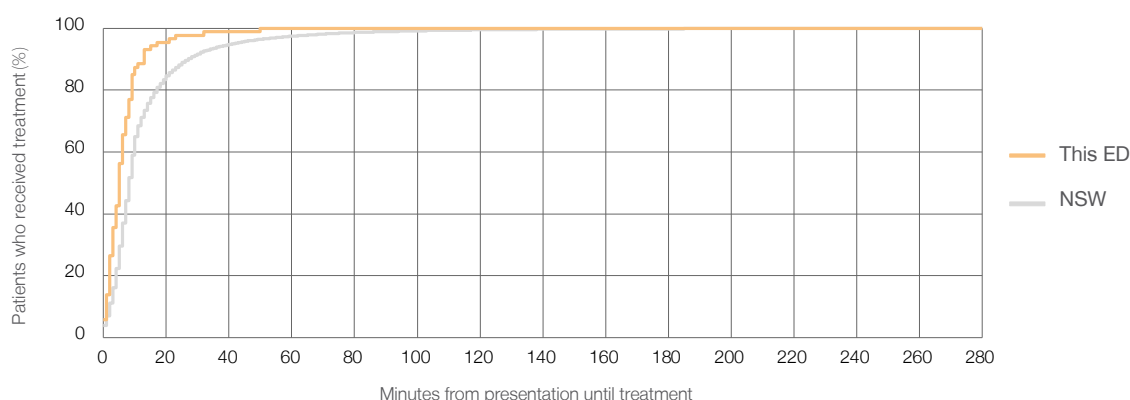
Number of triage 2 patients used to calculate waiting time: ³ 87

Median time to start treatment ⁴ 5 minutes

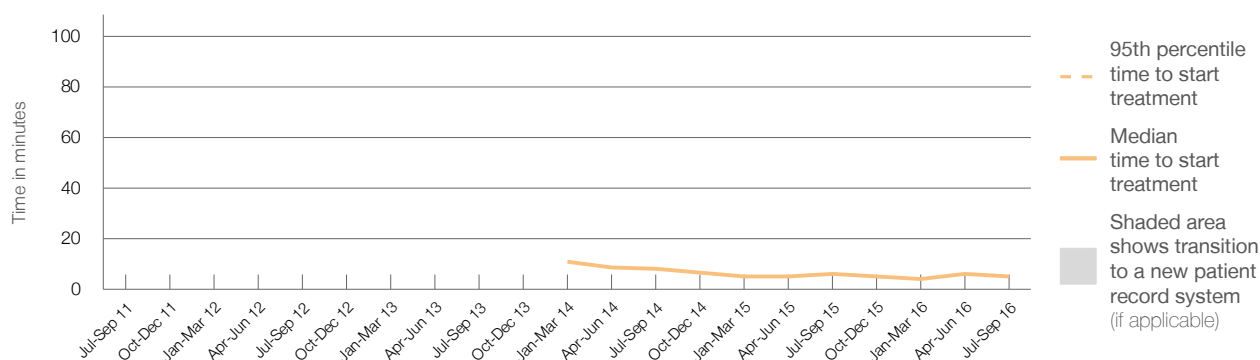
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
81	81
6 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				8	6	5
95th percentile time to start treatment ⁵ (minutes)				*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 270

Number of triage 3 patients used to calculate waiting time:³ 268

Median time to start treatment⁴

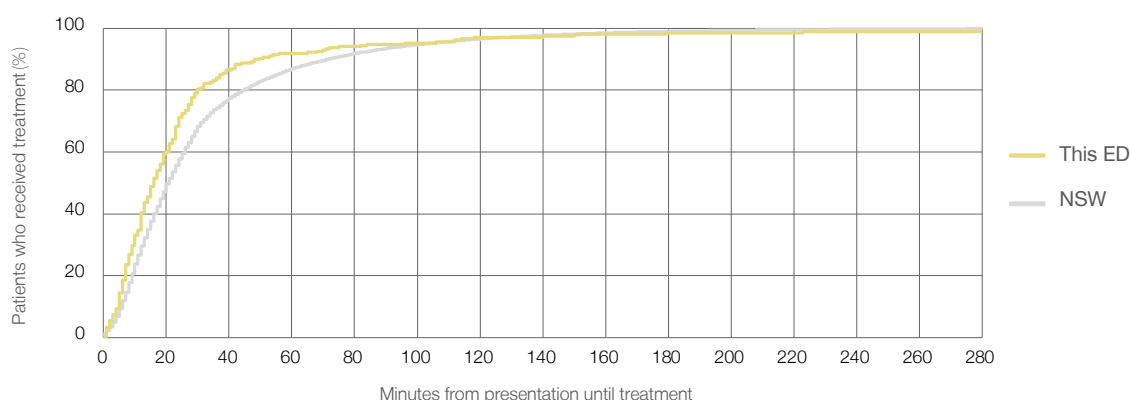
16 minutes

95th percentile time to start treatment⁵

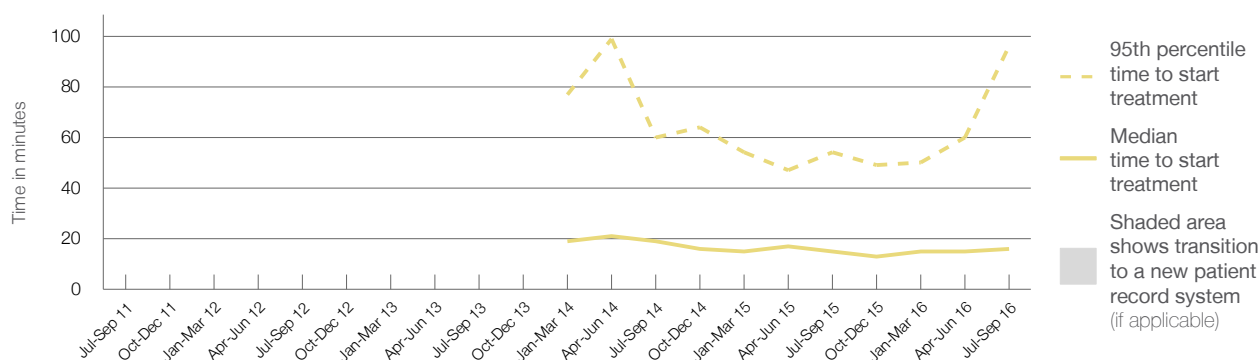
96 minutes

Same period last year	NSW (this period)
275	
271	
15 minutes	21 minutes
54 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				19	15	16
95th percentile time to start treatment ⁵ (minutes)				60	54	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 526

Number of triage 4 patients used to calculate waiting time:³ 492

Median time to start treatment⁴

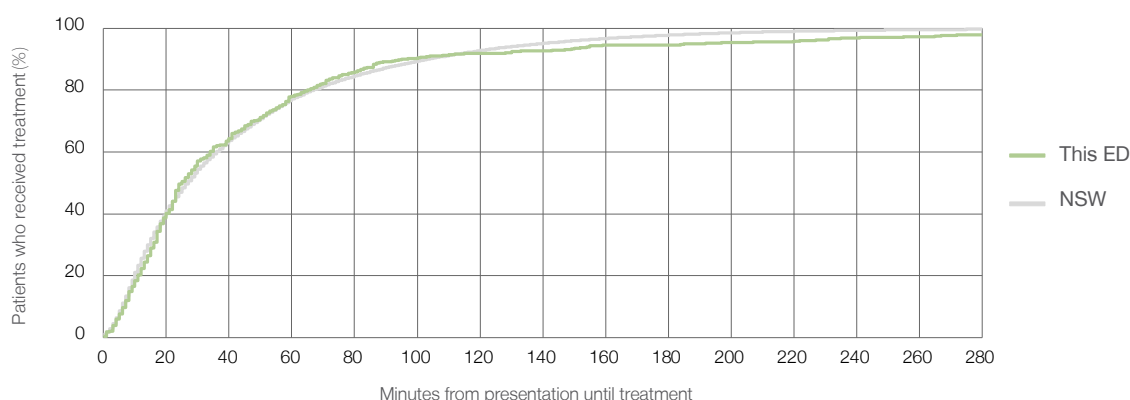
25 minutes

95th percentile time to start treatment⁵

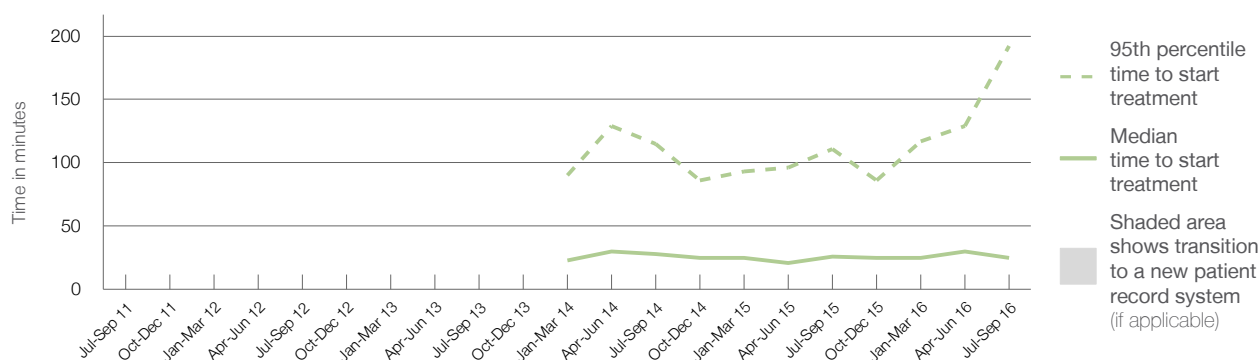
192 minutes

Same period last year	NSW (this period)
797	
751	
26 minutes	27 minutes
111 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				28	26	25
95th percentile time to start treatment ⁵ (minutes)				115	111	192

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 731

Number of triage 5 patients used to calculate waiting time:³ 639

Median time to start treatment⁴

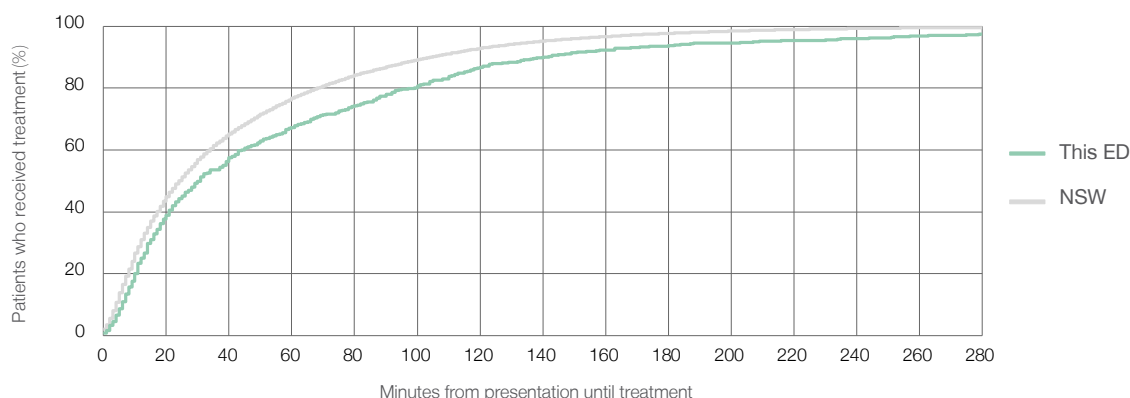
31 minutes

95th percentile time to start treatment⁵

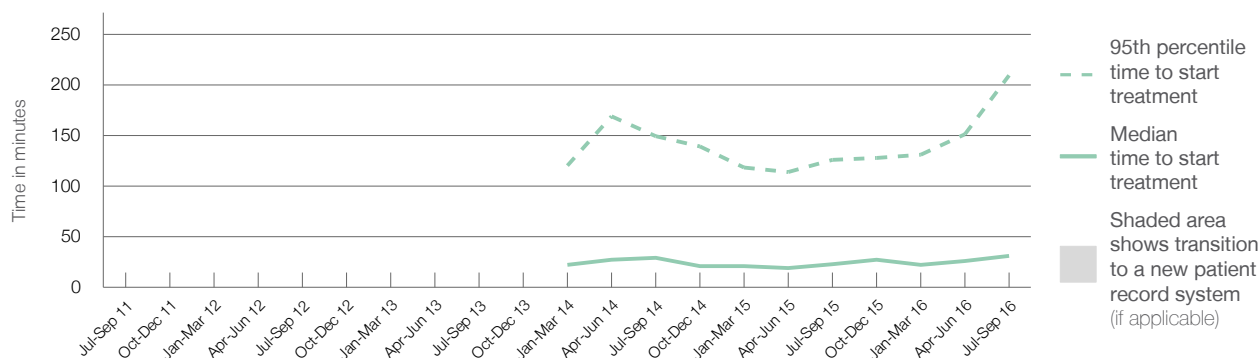
209 minutes

Same period last year	NSW (this period)
806	
734	
23 minutes	24 minutes
126 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				29	23	31
95th percentile time to start treatment ⁵ (minutes)				149	126	209

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,856 patients

Presentations used to calculate time to leaving the ED:⁶ 1,855 patients

Median time spent in the ED⁸

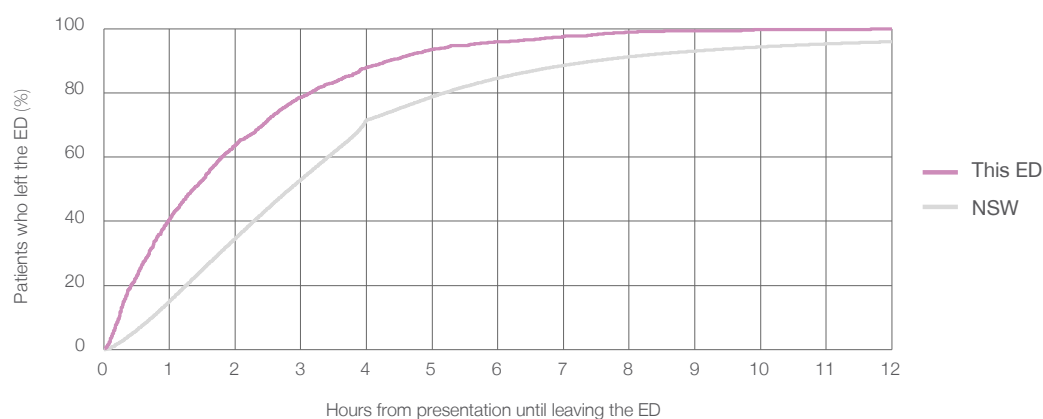
1 hours and 22 minutes

95th percentile time spent in the ED⁹

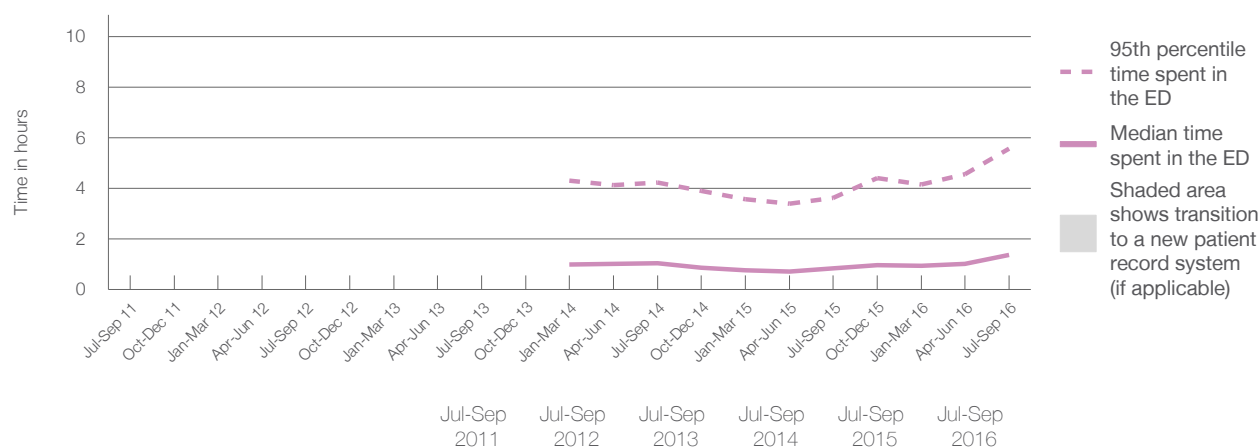
5 hours and 35 minutes

Same period last year	NSW (this period)
2,512	
2,512	
0 hours and 51 minutes	2 hours and 50 minutes
3 hours and 37 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 3m	0h 51m	1h 22m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 14m	3h 37m	5h 35m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients spent in the ED

By mode of separation

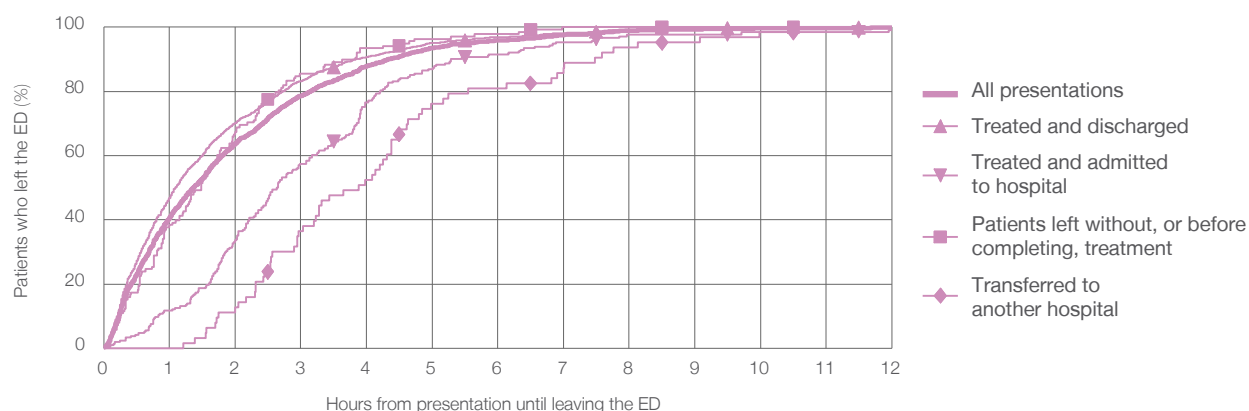
July to September 2016

All presentations:[†] 1,856 patients

Presentations used to calculate time to leaving the ED:[‡] 1,855 patients

		Same period last year	Change since one year ago
Treated and discharged	1,426 (76.8%)	2,512	-26.2%
Treated and admitted to hospital	214 (11.5%)	217	-1.4%
Patient left without, or before completing, treatment	138 (7.4%)	80	72.5%
Transferred to another hospital	63 (3.4%)	56	12.5%
Other	15 (0.8%)	2	650.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	46.9%	70.3%	83.2%	90.8%	96.9%	99.3%	99.9%	100%
Treated and admitted to hospital	11.7%	33.6%	57.5%	76.6%	91.6%	97.7%	98.6%	99.1%
Patient left without, or before completing, treatment	38.4%	67.4%	85.5%	93.5%	97.8%	100%	100%	100%
Transferred to another hospital	0%	12.7%	36.5%	52.4%	81.0%	93.7%	98.4%	100%
All presentations	40.7%	63.8%	78.7%	88.0%	95.8%	99.0%	99.7%	99.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,856 patients

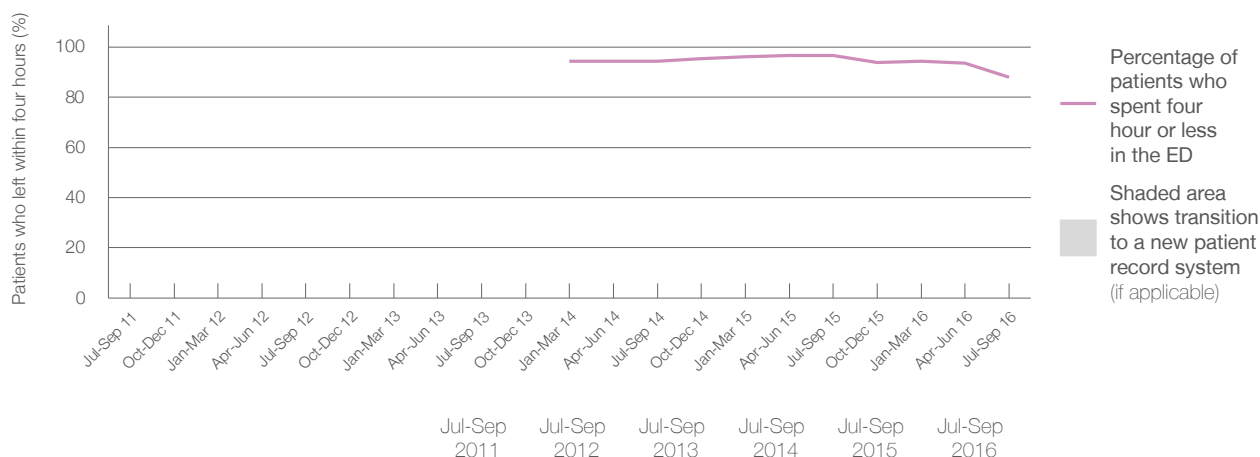
Presentations used to calculate time to leaving the ED: ⁶ 1,855 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,512	-26.1%
2,512	-26.2%
96.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

94.2% 96.6% 88.0%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Gunnedah District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,951 patients

Emergency presentations:² 1,828 patients

Same period last year	Change since one year ago
2,128	-8.3%
2,054	-11.0%

Gunnedah District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 94 patients

Median time to start treatment⁴ 3 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 445 patients

Median time to start treatment⁴ 17 minutes

95th percentile time to start treatment⁵ 90 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,132 patients

Median time to start treatment⁴ 34 minutes

95th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 152 patients

Median time to start treatment⁴ 24 minutes

95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
143	
4 minutes	8 minutes
27 minutes	41 minutes
479	
17 minutes	21 minutes
87 minutes	103 minutes
1,157	
29 minutes	27 minutes
118 minutes	139 minutes
269	
17 minutes	24 minutes
105 minutes	138 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,951 patients

Percentage of patients who spent four hours or less in the ED

88.6%

Same period last year	Change since one year ago
2,128	-8.3%
89.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

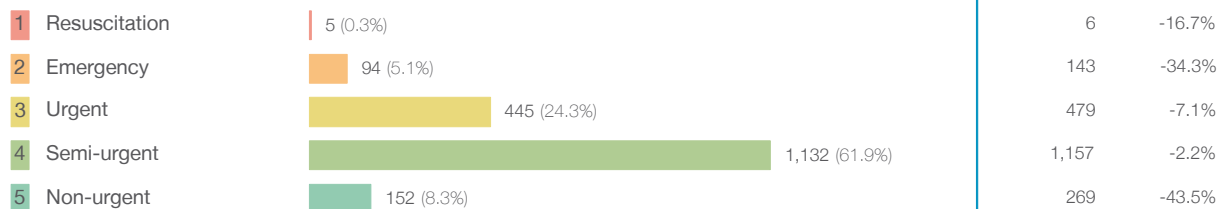
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Gunnedah District Hospital: Patients presenting to the emergency department

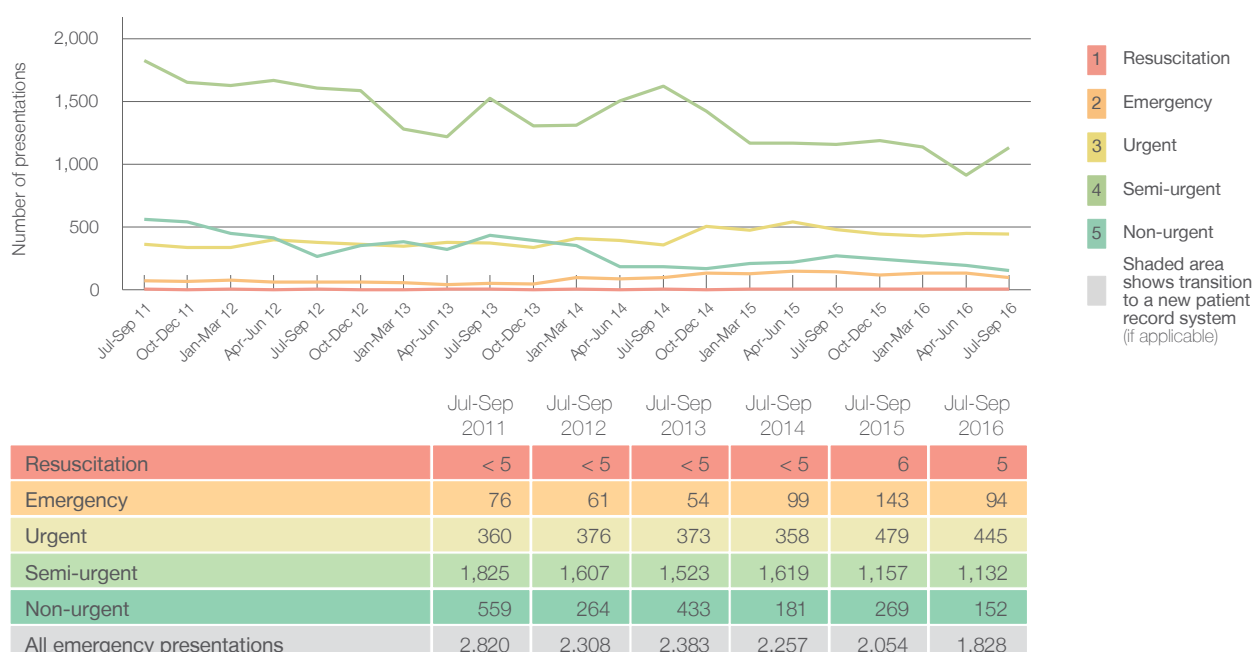
July to September 2016

All presentations:¹ 1,951 patients

Emergency presentations² by triage category: 1,828 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Gunnedah District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 170 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 94

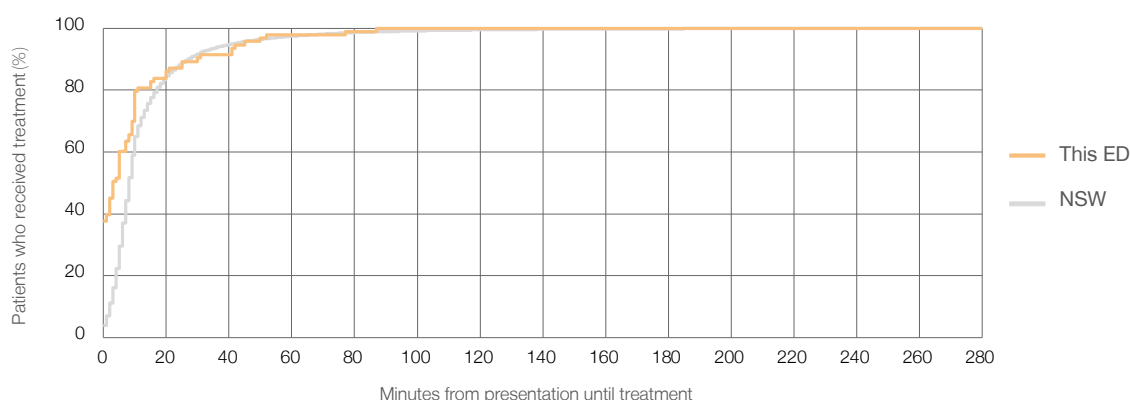
Number of triage 2 patients used to calculate waiting time: ³ 93

Median time to start treatment ⁴ 3 minutes

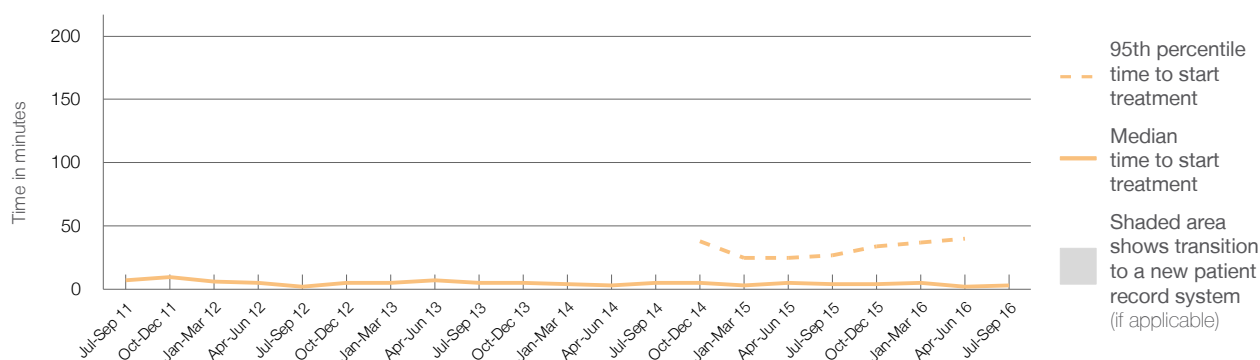
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
143	
142	
4 minutes	8 minutes
27 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	2	5	5	4	3
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	27	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 445

Number of triage 3 patients used to calculate waiting time:³ 432

Median time to start treatment⁴

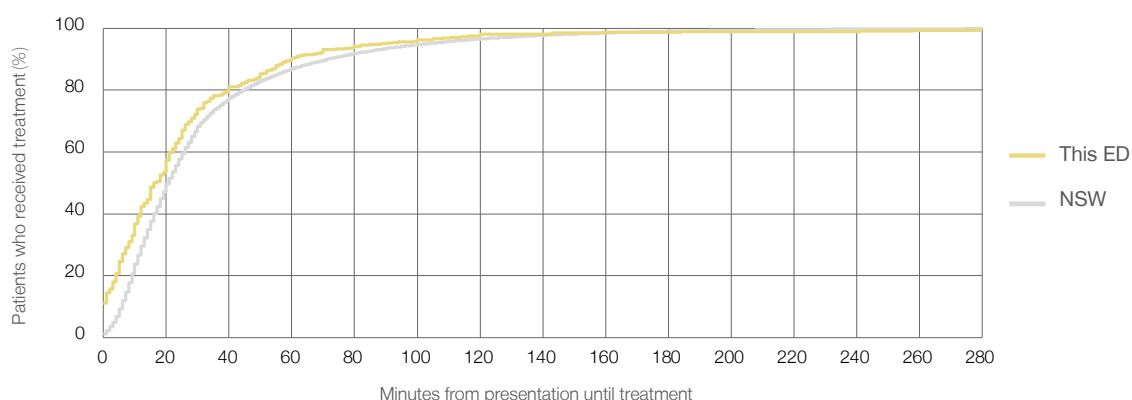
17 minutes

95th percentile time to start treatment⁵

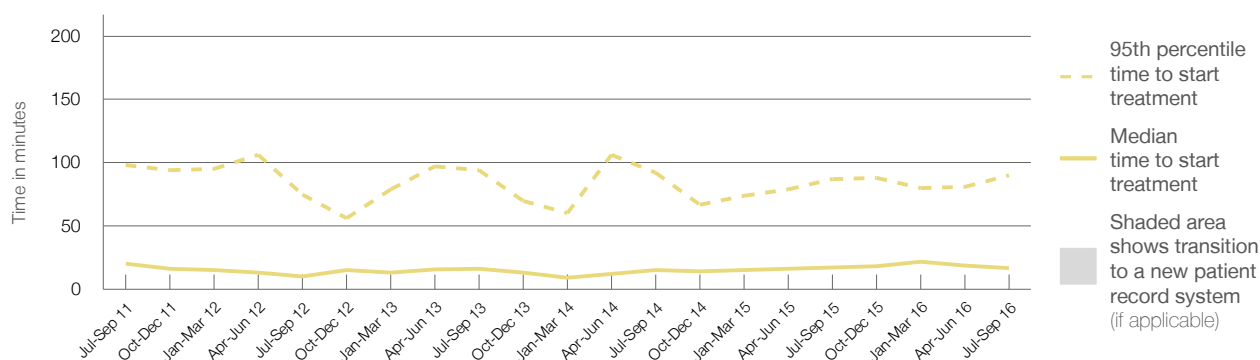
90 minutes

Same period last year	NSW (this period)
479	
475	
17 minutes	21 minutes
87 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	10	16	15	17	17
95th percentile time to start treatment ⁵ (minutes)	98	75	94	92	87	90

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,132

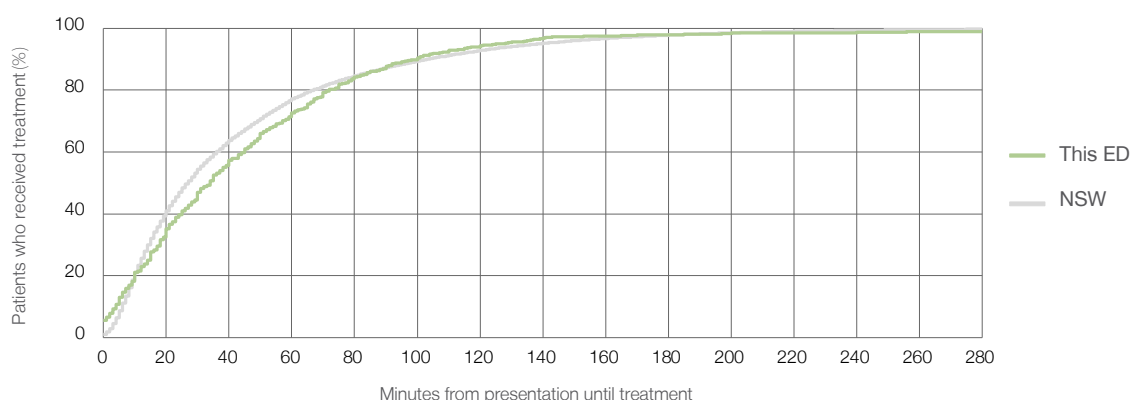
Number of triage 4 patients used to calculate waiting time: ³ 1,084

Median time to start treatment ⁴ 34 minutes

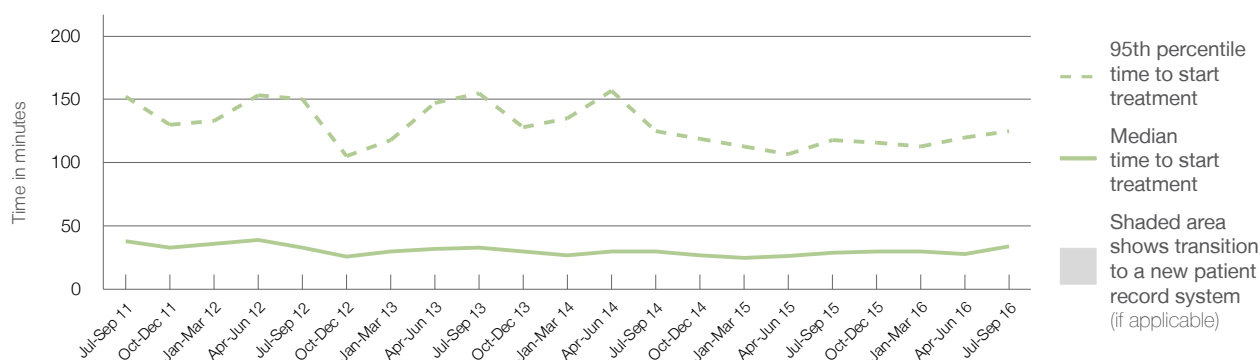
95th percentile time to start treatment ⁵ 125 minutes

Same period last year	NSW (this period)
1,157	
1,114	
29 minutes	27 minutes
118 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	38	33	33	30	29	34
95th percentile time to start treatment ⁵ (minutes)	152	150	155	125	118	125

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 152

Number of triage 5 patients used to calculate waiting time:³ 139

Median time to start treatment⁴

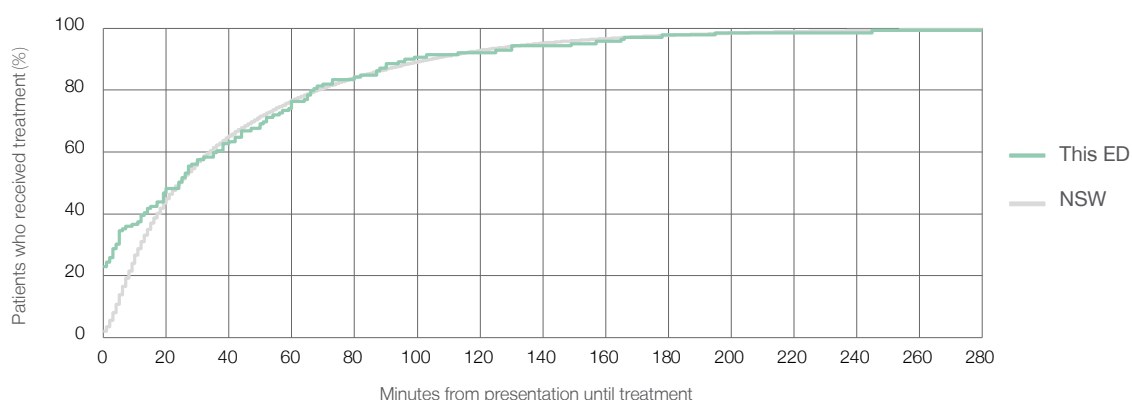
24 minutes

95th percentile time to start treatment⁵

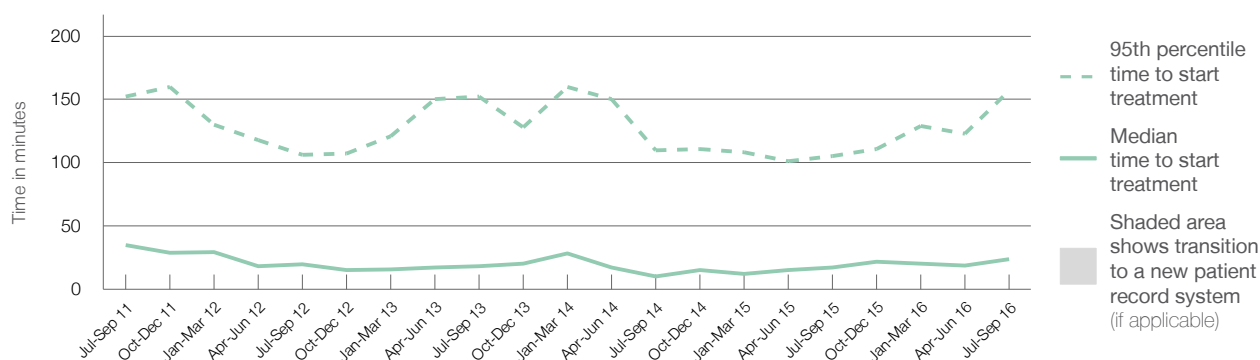
157 minutes

Same period last year	NSW (this period)
269	
247	
17 minutes	24 minutes
105 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	20	18	10	17	24
95th percentile time to start treatment ⁵ (minutes)	152	106	152	110	105	157

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,951 patients

Presentations used to calculate time to leaving the ED:⁶ 1,951 patients

Median time spent in the ED⁸

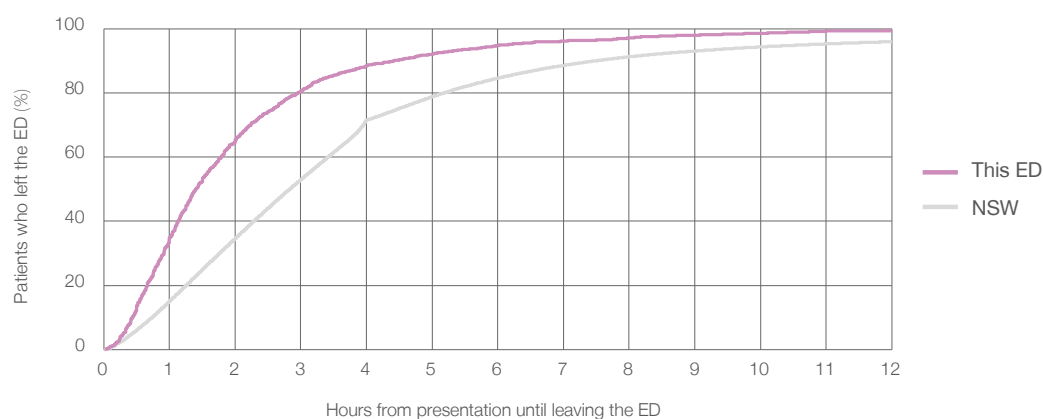
1 hours and 25 minutes

95th percentile time spent in the ED⁹

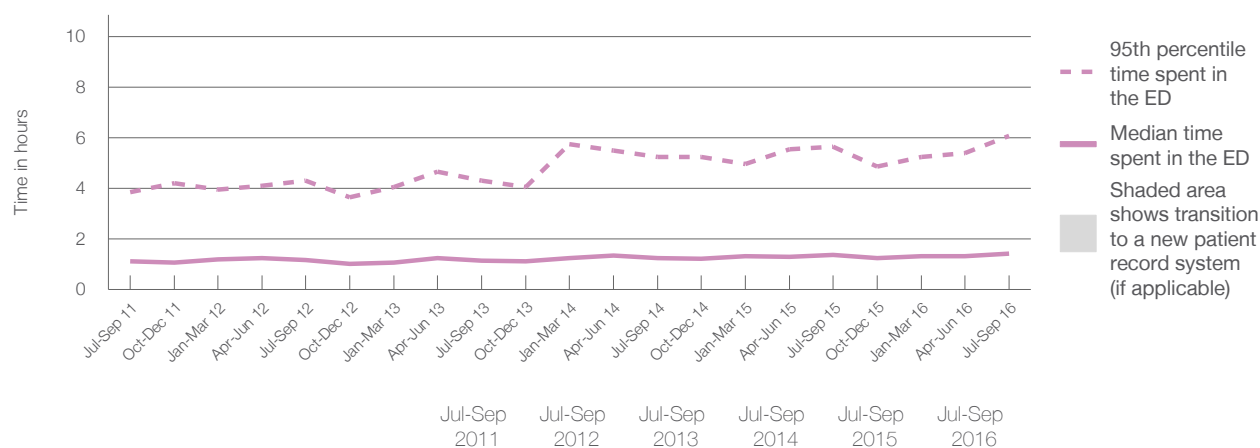
6 hours and 5 minutes

Same period last year	NSW (this period)
2,128	
2,128	
1 hours and 22 minutes	2 hours and 50 minutes
5 hours and 39 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



Median time to leaving the ED ⁸ (hours, minutes)	1h 8m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 52m	4h 18m	4h 19m	5h 15m	5h 39m	6h 5m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients spent in the ED

By mode of separation

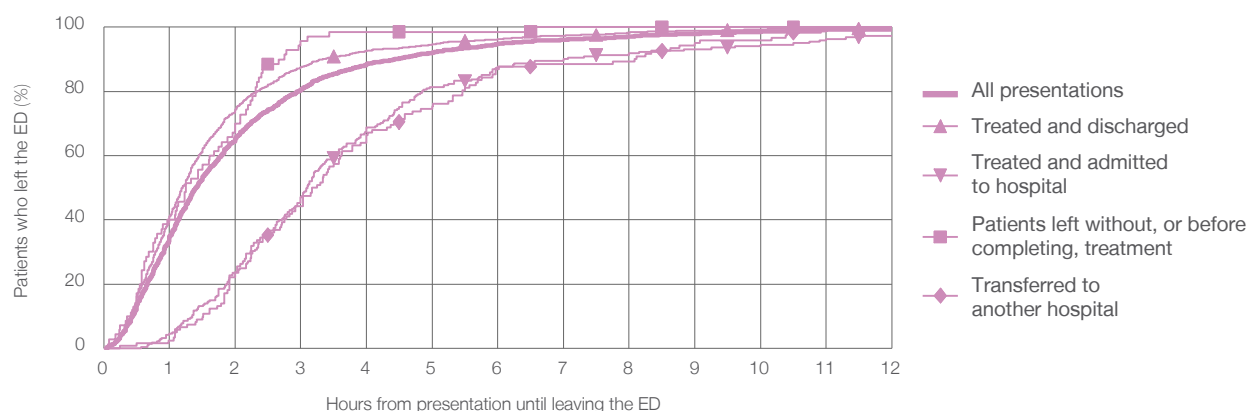
July to September 2016

All presentations:[†] 1,951 patients

Presentations used to calculate time to leaving the ED:[‡] 1,951 patients

		Same period last year	Change since one year ago
Treated and discharged	1,519 (77.9%)	1,650	-7.9%
Treated and admitted to hospital	221 (11.3%)	238	-7.1%
Patient left without, or before completing, treatment	70 (3.6%)	94	-25.5%
Transferred to another hospital	122 (6.3%)	140	-12.9%
Other	19 (1.0%)	6	216.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	41.1%	74.5%	87.5%	92.7%	96.2%	98.4%	99.3%	99.6%
Treated and admitted to hospital	4.5%	23.5%	47.1%	68.8%	87.8%	91.9%	94.6%	97.3%
Patient left without, or before completing, treatment	40.0%	70.0%	95.7%	98.6%	98.6%	100%	100%	100%
Transferred to another hospital	2.5%	23.8%	44.3%	66.4%	86.9%	89.3%	95.9%	100%
All presentations	34.8%	65.5%	80.6%	88.6%	94.8%	97.1%	98.6%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,951 patients

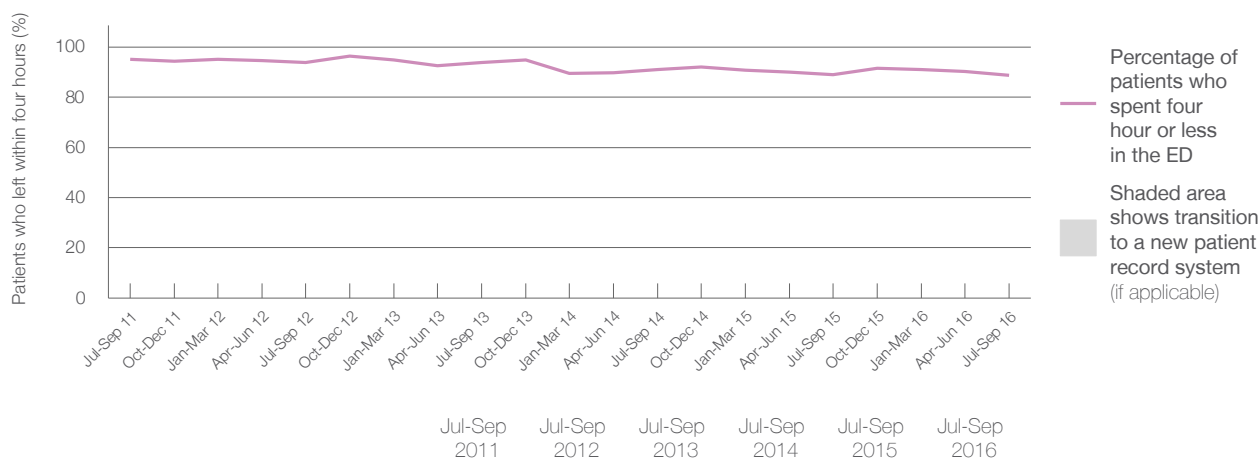
Presentations used to calculate time to leaving the ED: ⁶ 1,951 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,128	-8.3%
2,128	-8.3%
89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	95.2%	93.9%	93.8%	91.0%	89.0%	88.6%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Inverell District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,082 patients

Emergency presentations:² 1,999 patients

Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%

Inverell District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 239 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 50 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 690 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 856 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 209 patients

Median time to start treatment⁴ 15 minutes
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
214	
4 minutes	8 minutes
25 minutes	41 minutes
562	
11 minutes	21 minutes
81 minutes	103 minutes
870	
25 minutes	27 minutes
110 minutes	139 minutes
210	
13 minutes	24 minutes
92 minutes	138 minutes

Inverell District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,082 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
1,986	4.8%
87.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

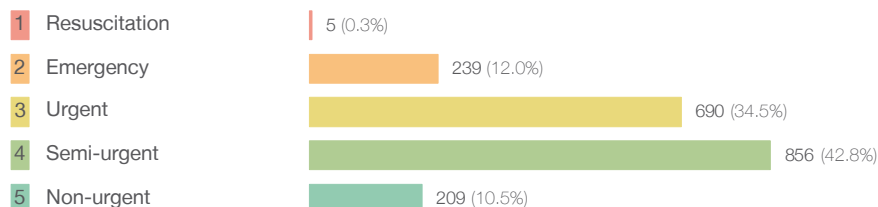
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Inverell District Hospital: Patients presenting to the emergency department

July to September 2016

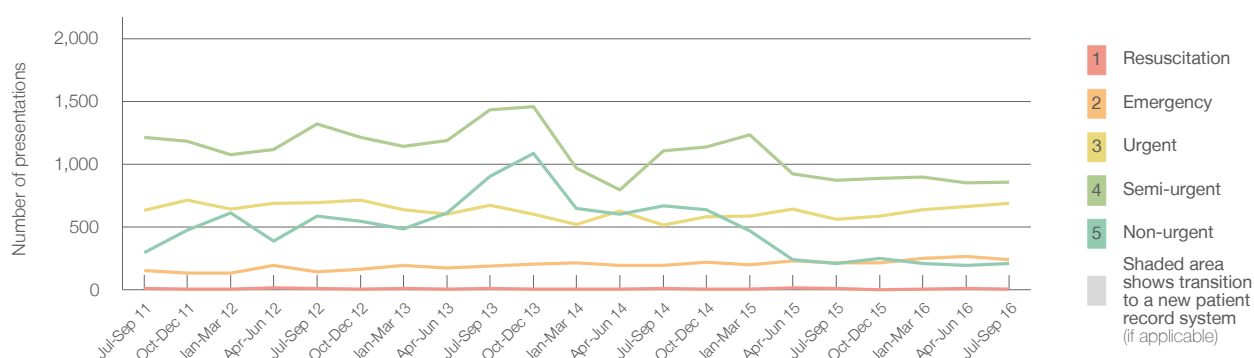
All presentations:¹ 2,082 patients

Emergency presentations² by triage category: 1,999 patients



Same period last year	Change since one year ago
1,986	4.8%
1,864	7.2%
8	-37.5%
214	11.7%
562	22.8%
870	-1.6%
210	-0.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	7	7	7	7	8	5
Emergency	151	140	190	194	214	239
Urgent	630	693	675	515	562	690
Semi-urgent	1,211	1,321	1,435	1,108	870	856
Non-urgent	295	588	903	667	210	209
All emergency presentations	2,294	2,749	3,210	2,491	1,864	1,999

Inverell District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 314 patients^{**}

ED Transfer of care time



Same period last year	Change since one year ago
191	
5 minutes	1 minute
29 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Inverell District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 239

Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴

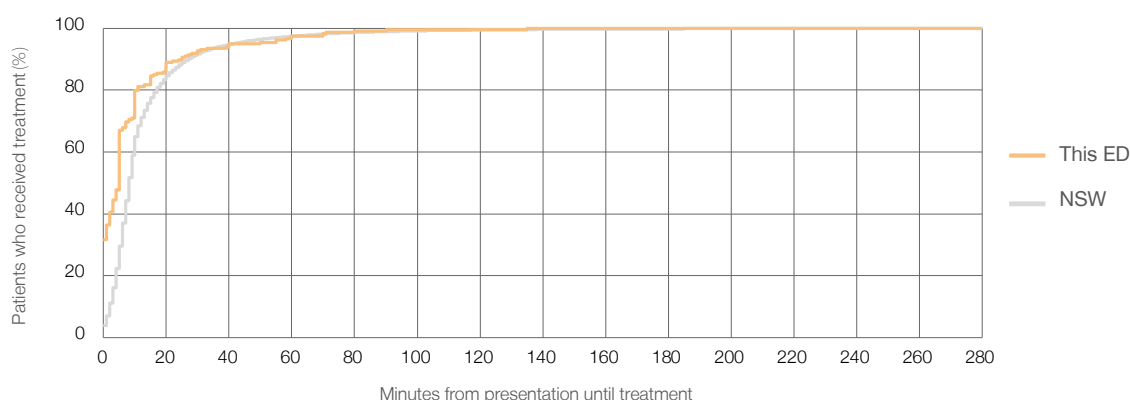
5 minutes

95th percentile time to start treatment⁵

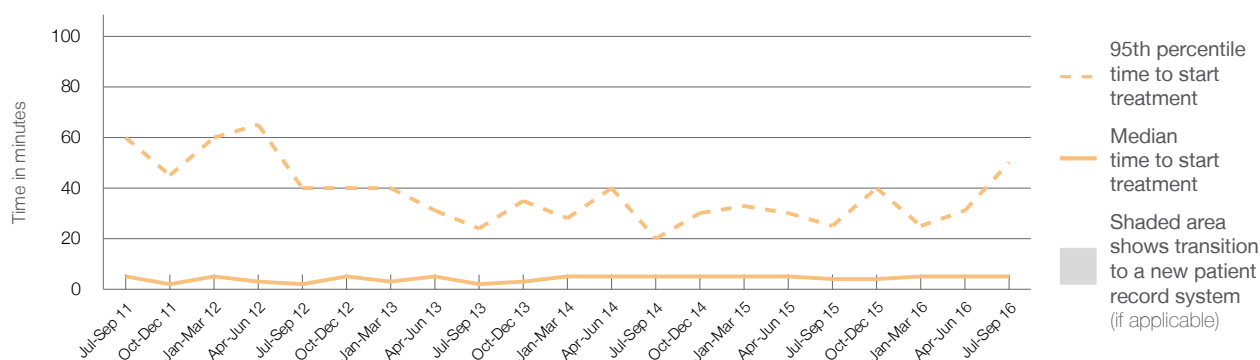
50 minutes

Same period last year	NSW (this period)
214	
210	
4 minutes	8 minutes
25 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	2	2	5	4	5
95th percentile time to start treatment ⁵ (minutes)	60	40	24	20	25	50

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 690

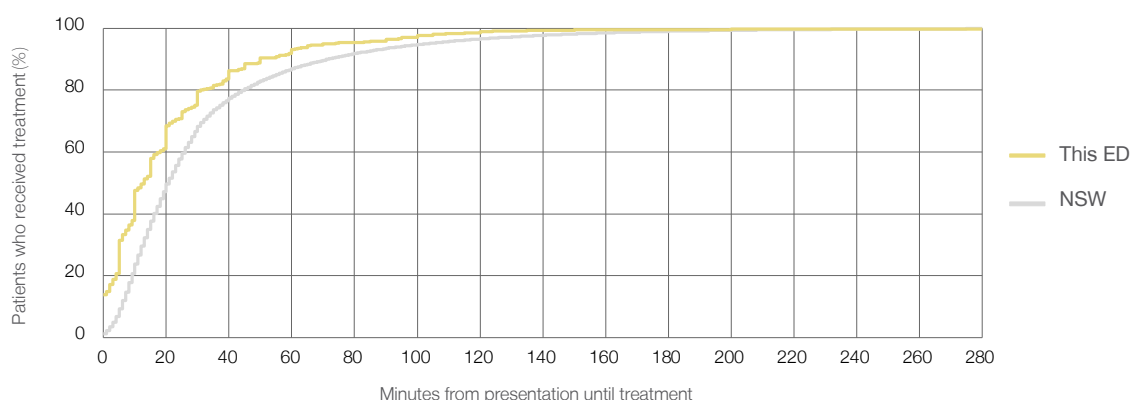
Number of triage 3 patients used to calculate waiting time:³ 660

Median time to start treatment⁴ 13 minutes

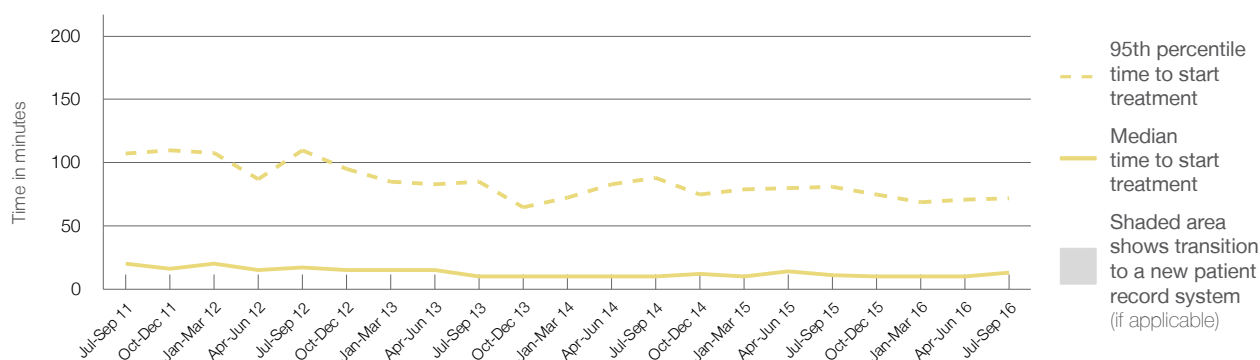
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
562	
550	
11 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	10	10	11	13
95th percentile time to start treatment ⁵ (minutes)	107	110	85	88	81	72

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 856

Number of triage 4 patients used to calculate waiting time:³ 773

Median time to start treatment⁴

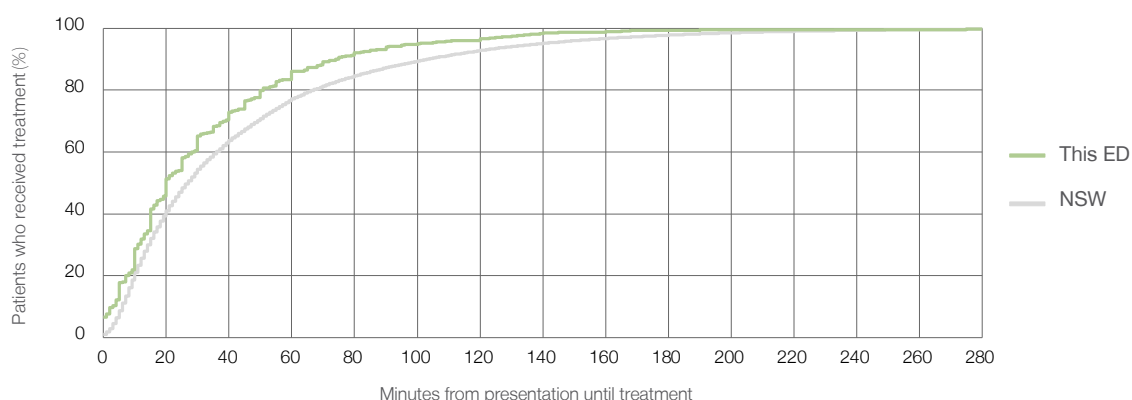
20 minutes

95th percentile time to start treatment⁵

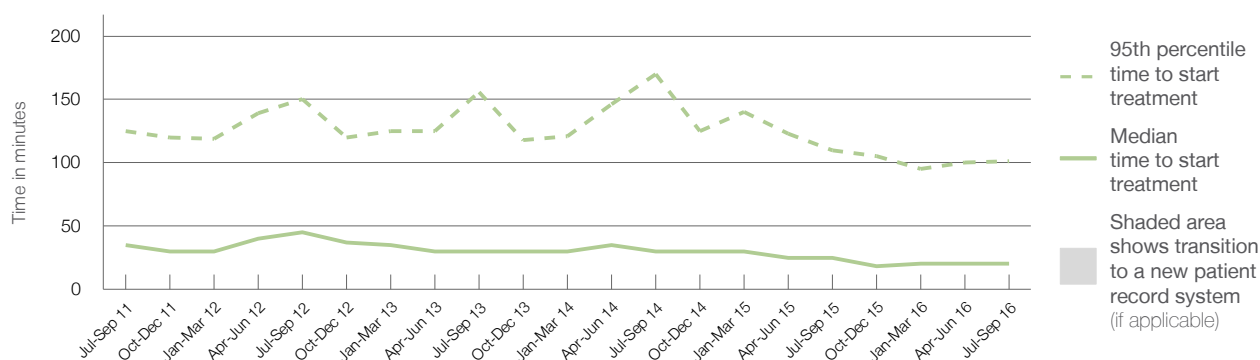
101 minutes

Same period last year	NSW (this period)
870	
803	
25 minutes	27 minutes
110 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	45	30	30	25	20
95th percentile time to start treatment ⁵ (minutes)	125	150	156	170	110	101

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 209

Number of triage 5 patients used to calculate waiting time:³ 167

Median time to start treatment⁴

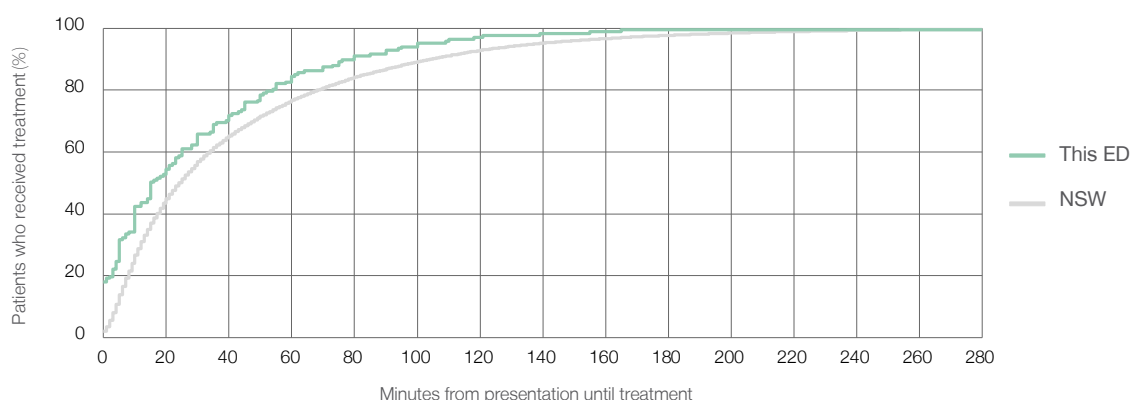
15 minutes

95th percentile time to start treatment⁵

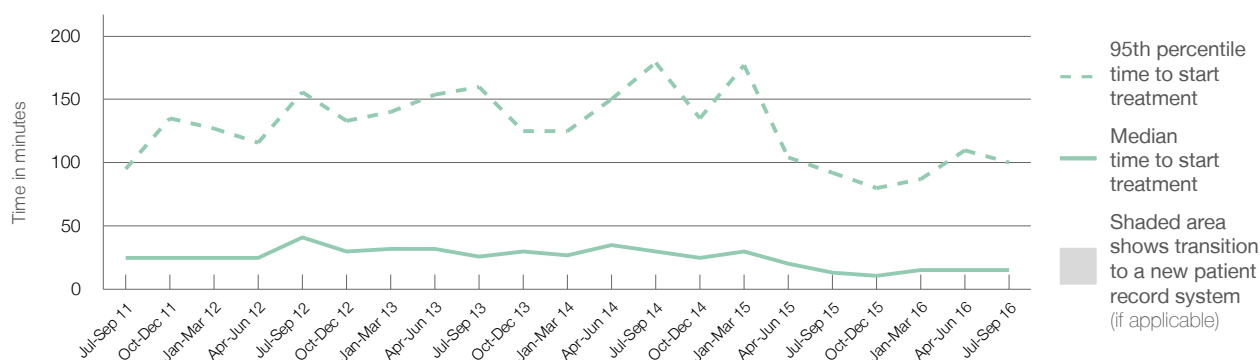
100 minutes

Same period last year	NSW (this period)
210	
181	
13 minutes	24 minutes
92 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	41	26	30	13	15
95th percentile time to start treatment ⁵ (minutes)	95	156	160	179	92	100

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,082 patients

Presentations used to calculate time to leaving the ED:⁶ 2,082 patients

Median time spent in the ED⁸

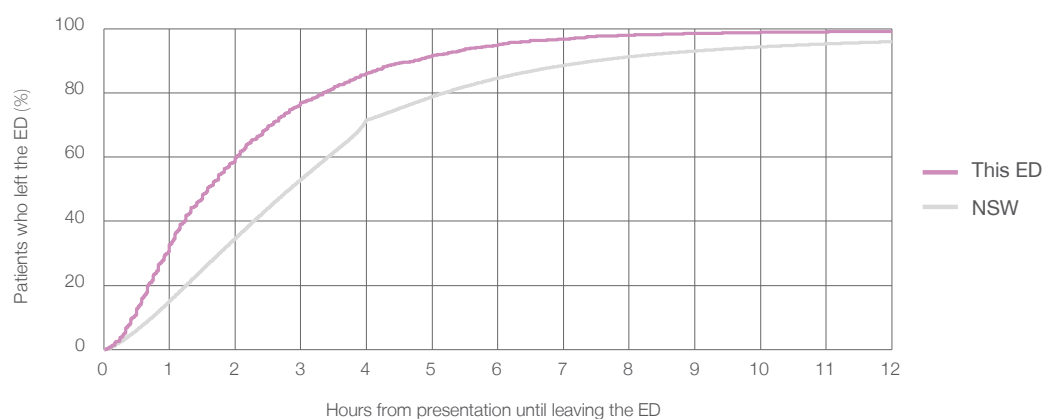
1 hours and 35 minutes

95th percentile time spent in the ED⁹

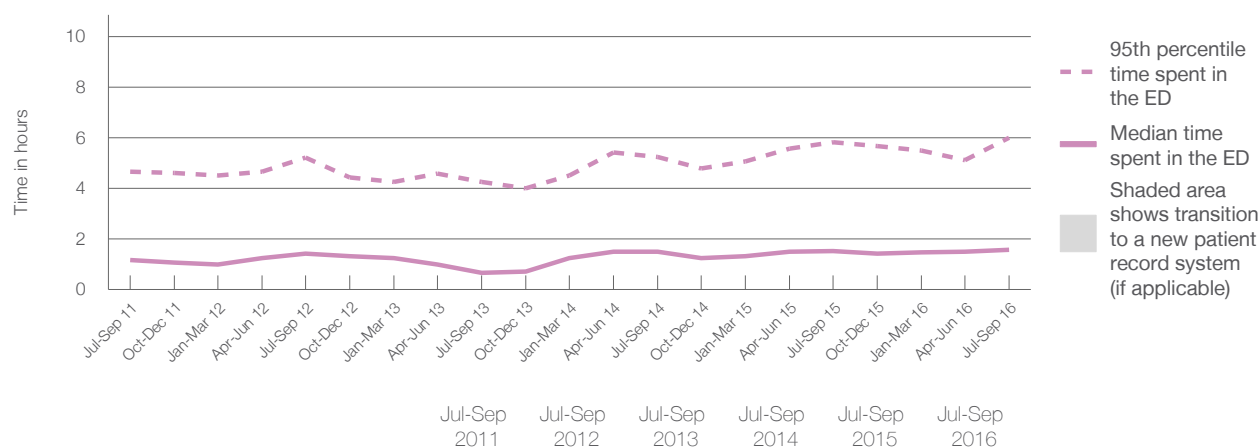
6 hours and 0 minutes

Same period last year	NSW (this period)
1,986	
1,986	
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 50 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 10m	1h 25m	0h 40m	1h 30m	1h 31m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 40m	5h 13m	4h 15m	5h 15m	5h 50m	6h 0m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients spent in the ED

By mode of separation

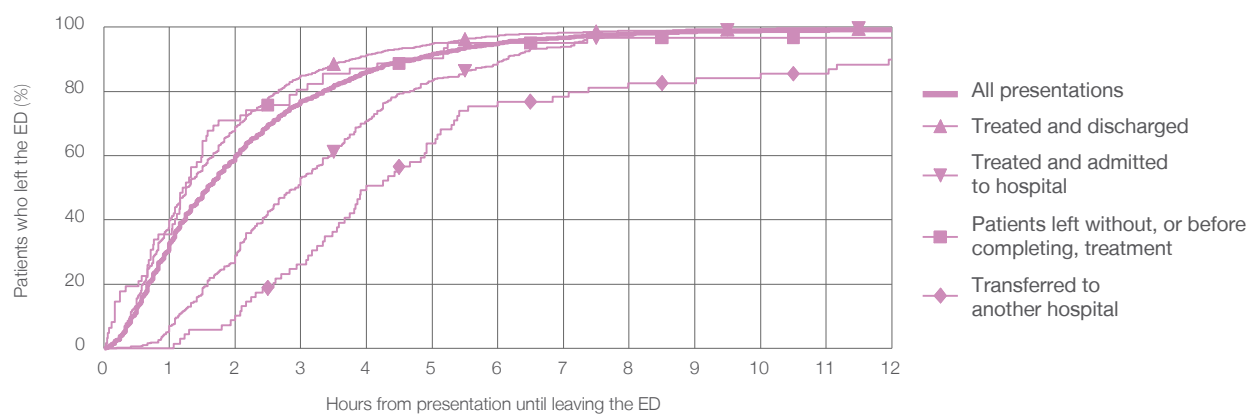
July to September 2016

All presentations:[†] 2,082 patients

Presentations used to calculate time to leaving the ED:[‡] 2,082 patients

		Same period last year	Change since one year ago
Treated and discharged	1,524 (73.2%)	1,986	4.8%
Treated and admitted to hospital	384 (18.4%)	1,386	10.0%
Patient left without, or before completing, treatment	62 (3.0%)	410	-6.3%
Transferred to another hospital	69 (3.3%)	64	-3.1%
Other	43 (2.1%)	77	-10.4%
		49	-12.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	40.0%	69.0%	84.8%	91.3%	97.4%	98.8%	99.5%	99.5%
Treated and admitted to hospital	7.0%	28.9%	53.1%	70.8%	89.1%	97.4%	99.2%	99.7%
Patient left without, or before completing, treatment	35.5%	71.0%	80.6%	87.1%	95.2%	96.8%	96.8%	96.8%
Transferred to another hospital	0%	10.1%	26.1%	50.7%	76.8%	82.6%	85.5%	89.9%
All presentations	32.7%	59.9%	77.0%	86.1%	95.0%	97.9%	98.9%	99.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,082 patients

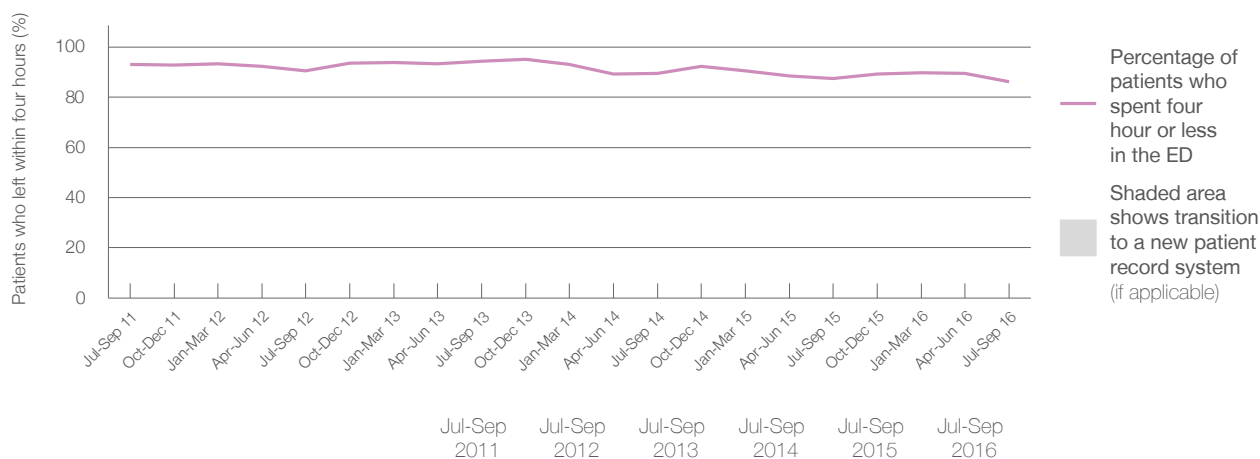
Presentations used to calculate time to leaving the ED: ⁶ 2,082 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,986	4.8%
1,986	4.8%
87.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	93.0%	90.6%	94.3%	89.5%	87.4%	86.1%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Kempsey Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,451 patients

Emergency presentations:² 6,349 patients

Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%

Kempsey Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 811 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 39 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,304 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 85 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,628 patients

Median time to start treatment⁴ 29 minutes
95th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 581 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
646	
11 minutes	8 minutes
34 minutes	41 minutes
2,011	
19 minutes	21 minutes
70 minutes	103 minutes
2,631	
21 minutes	27 minutes
89 minutes	139 minutes
642	
19 minutes	24 minutes
89 minutes	138 minutes

Kempsey Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,448 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
6,225	3.6%
86.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

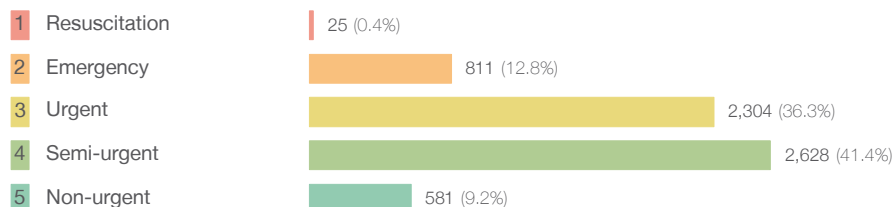
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Kempsey Hospital: Patients presenting to the emergency department

July to September 2016

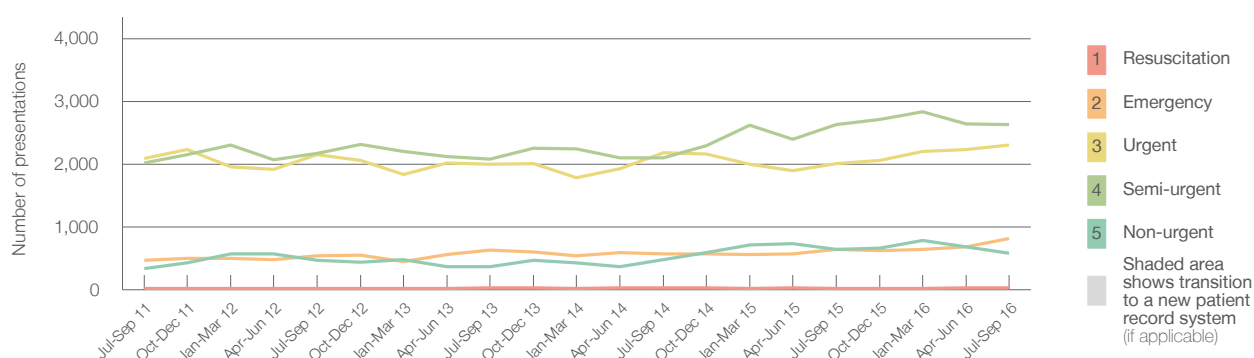
All presentations:¹ 6,451 patients

Emergency presentations² by triage category: 6,349 patients



Same period last year	Change since one year ago
6,228	3.6%
5,952	6.7%
22	13.6%
646	25.5%
2,011	14.6%
2,631	-0.1%
642	-9.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	21	22	32	34	22	25
Emergency	469	540	631	566	646	811
Urgent	2,092	2,153	1,999	2,180	2,011	2,304
Semi-urgent	2,022	2,169	2,076	2,098	2,631	2,628
Non-urgent	337	471	363	474	642	581
All emergency presentations	4,941	5,355	5,101	5,352	5,952	6,349

Kempsey Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 816 patients

ED Transfer of care time



Same period last year	Change since one year ago
752	
14 minutes	1 minutes
46 minutes	5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

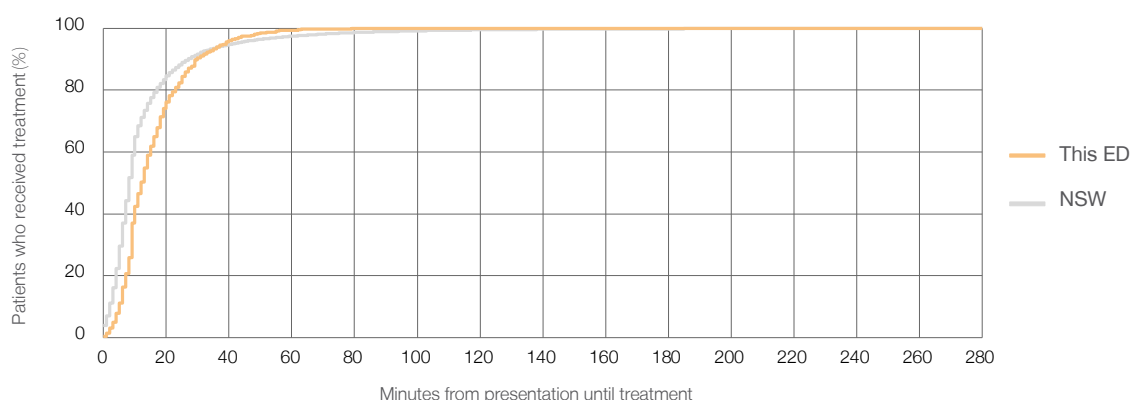
Number of triage 2 patients: 811

Number of triage 2 patients used to calculate waiting time:³ 809

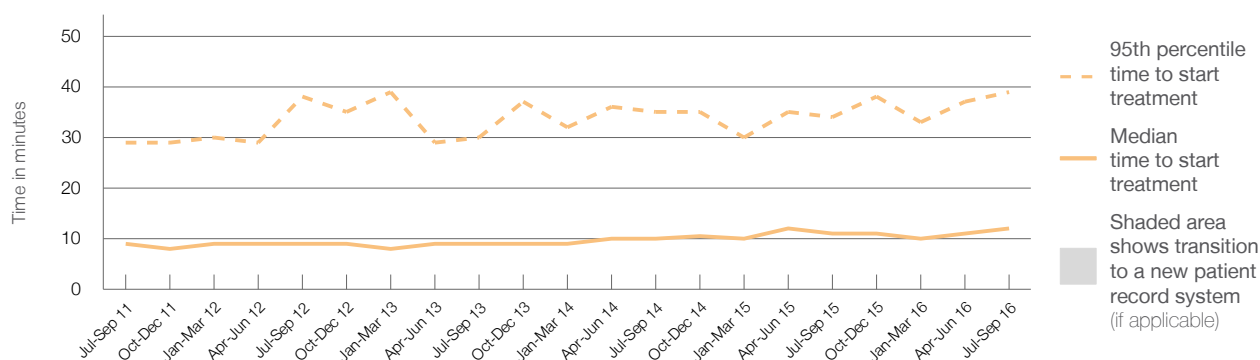
Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
646	
644	
11 minutes	8 minutes
34 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	9	9	10	11	12
95th percentile time to start treatment ⁵ (minutes)	29	38	30	35	34	39

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,304

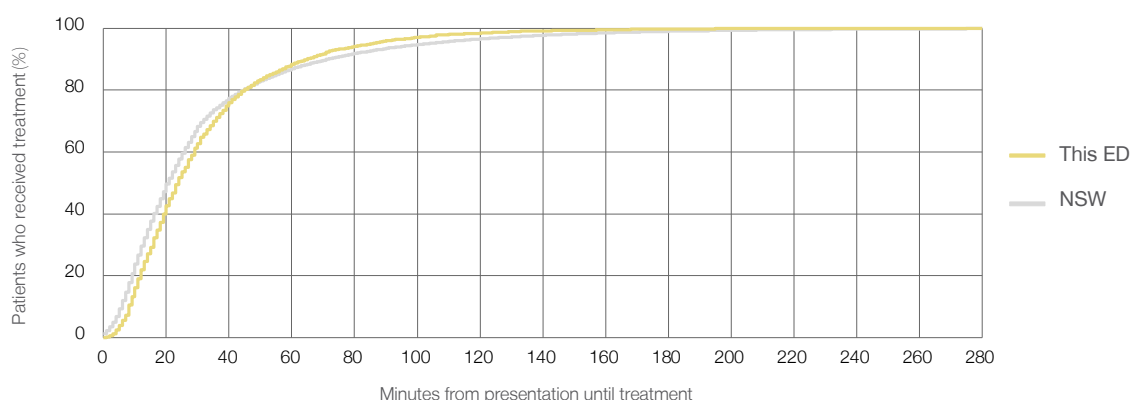
Number of triage 3 patients used to calculate waiting time:³ 2,269

Median time to start treatment⁴ 24 minutes

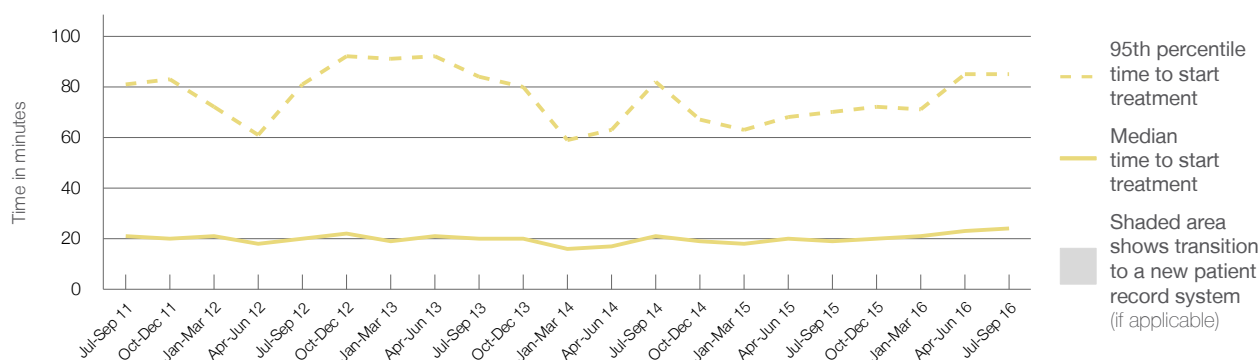
95th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
2,011	
1,993	
19 minutes	21 minutes
70 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	20	20	21	19	24
95th percentile time to start treatment ⁵ (minutes)	81	81	84	82	70	85

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,628

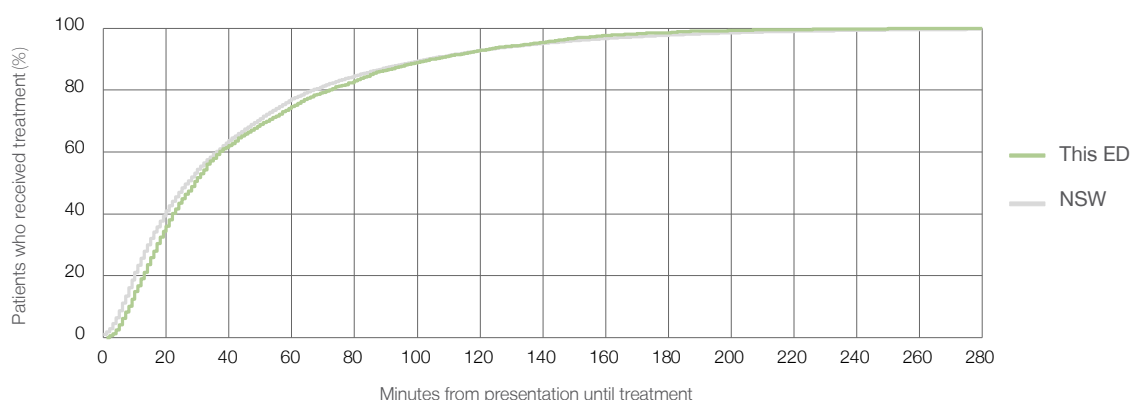
Number of triage 4 patients used to calculate waiting time:³ 2,517

Median time to start treatment⁴ 29 minutes

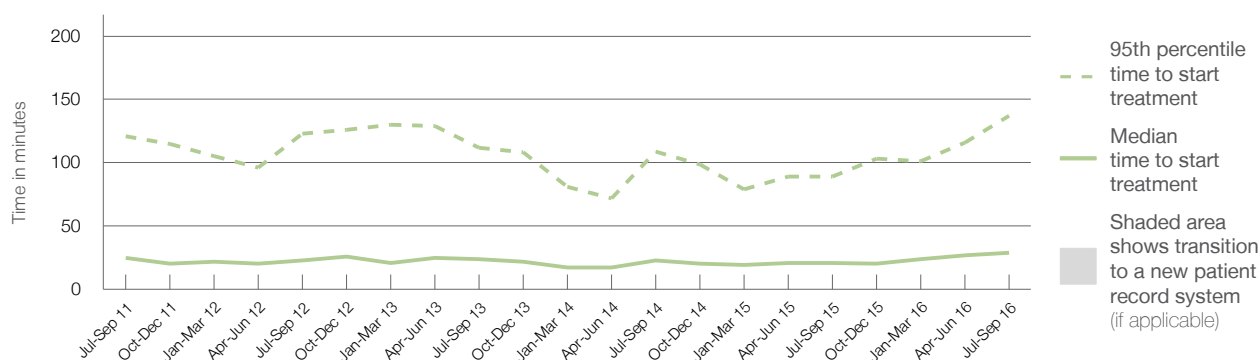
95th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
2,631	
2,569	
21 minutes	27 minutes
89 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	24	23	21	29
95th percentile time to start treatment ⁵ (minutes)	121	123	112	109	89	137

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 581

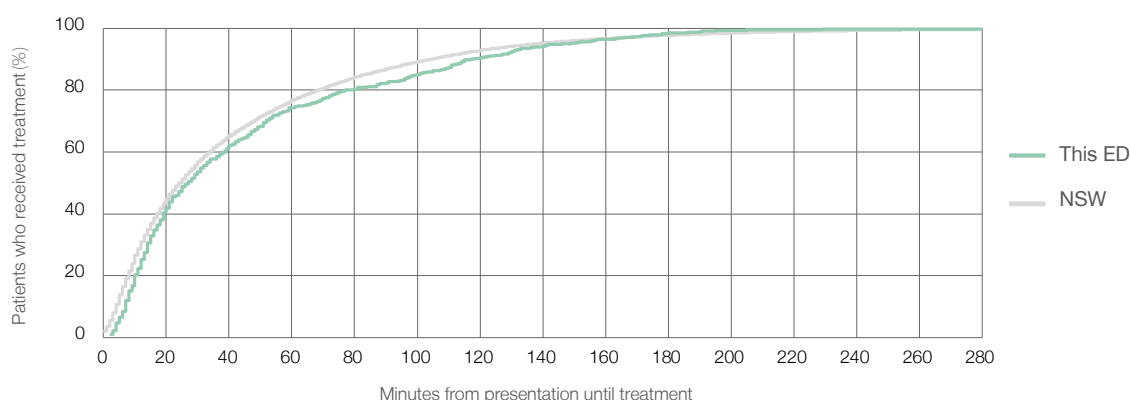
Number of triage 5 patients used to calculate waiting time:³ 504

Median time to start treatment⁴ 27 minutes

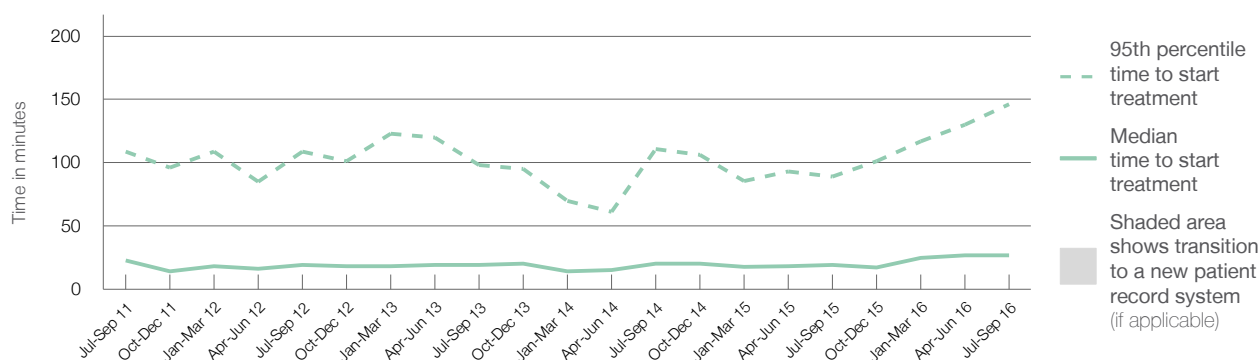
95th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
642	
597	
19 minutes	24 minutes
89 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	19	19	20	19	27
95th percentile time to start treatment ⁵ (minutes)	109	109	98	111	89	146

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,451 patients

Presentations used to calculate time to leaving the ED:⁶ 6,448 patients

Median time spent in the ED⁸

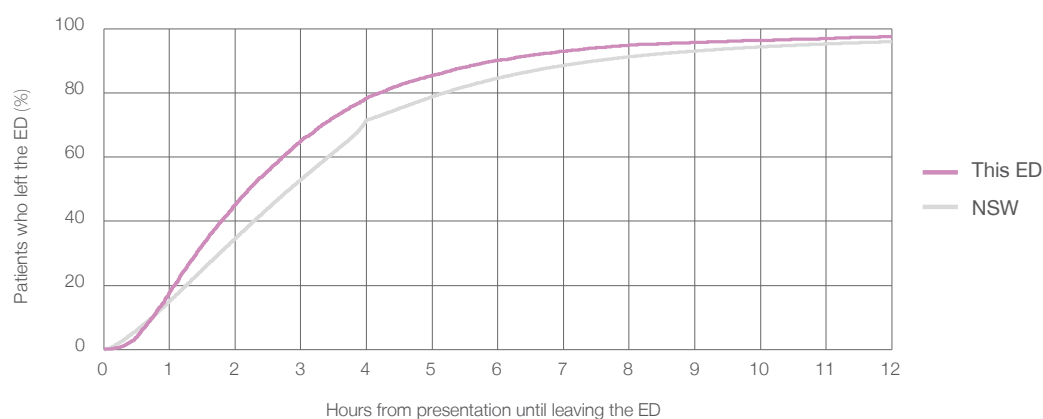
2 hours and 13 minutes

95th percentile time spent in the ED⁹

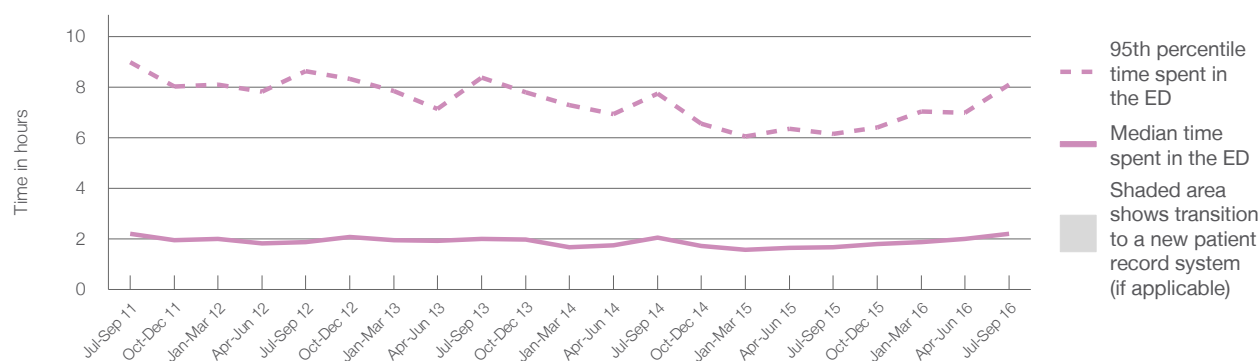
8 hours and 6 minutes

Same period last year	NSW (this period)
6,228	
6,225	
1 hours and 41 minutes	2 hours and 50 minutes
6 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 12m	1h 53m	2h 1m	2h 3m	1h 41m	2h 13m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 59m	8h 38m	8h 23m	7h 45m	6h 9m	8h 6m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients spent in the ED

By mode of separation

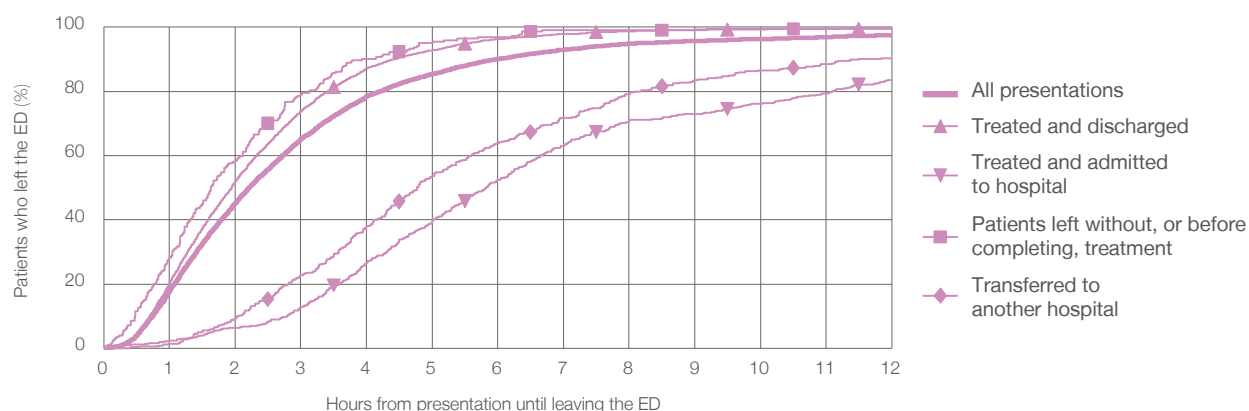
July to September 2016

All presentations:¹ 6,451 patients

Presentations used to calculate time to leaving the ED:⁶ 6,448 patients

		Same period last year	Change since one year ago
Treated and discharged	5,205 (80.7%)	6,225	3.6%
Treated and admitted to hospital	642 (10.0%)	5,055	3.0%
Patient left without, or before completing, treatment	224 (3.5%)	697	-7.9%
Transferred to another hospital	365 (5.7%)	152	47.4%
Other	15 (0.2%)	312	17.0%
		12	25.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	20.5%	51.9%	73.9%	87.1%	96.3%	98.8%	99.4%	99.7%
Treated and admitted to hospital	2.3%	6.4%	12.8%	26.8%	52.3%	71.0%	76.2%	83.6%
Patient left without, or before completing, treatment	28.1%	58.5%	79.0%	90.2%	96.9%	99.1%	99.6%	99.6%
Transferred to another hospital	1.4%	9.3%	22.7%	38.1%	63.8%	79.2%	86.6%	90.4%
All presentations	17.9%	45.3%	65.1%	78.5%	90.1%	94.9%	96.4%	97.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 6,451 patients

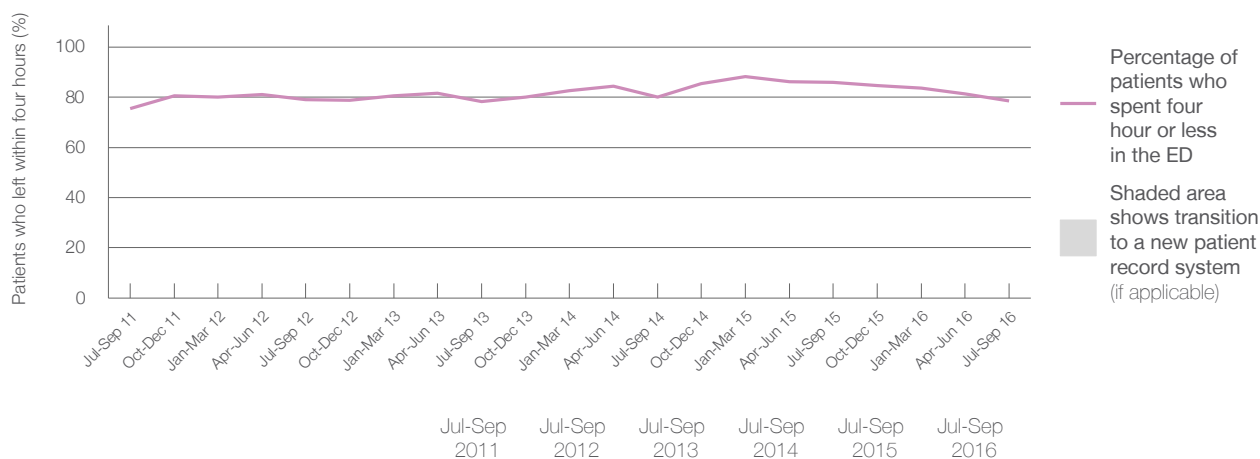
Presentations used to calculate time to leaving the ED: ⁶ 6,448 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
6,228	3.6%
6,225	3.6%
86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	75.4%	79.1%	78.4%	80.1%	86.0%	78.5%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Kurri Kurri District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 969 patients

Emergency presentations:² 953 patients

Same period last year	Change since one year ago
1,360	-28.8%
1,320	-27.8%

Kurri Kurri District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 87 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 308 patients

Median time to start treatment⁴ 9 minutes

95th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 441 patients

Median time to start treatment⁴ 13 minutes

95th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 117 patients

Median time to start treatment⁴ 10 minutes

95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
93	
3 minutes	8 minutes
*	41 minutes
242	
12 minutes	21 minutes
84 minutes	103 minutes
759	
17 minutes	27 minutes
95 minutes	139 minutes
226	
16 minutes	24 minutes
97 minutes	138 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 969 patients

Percentage of patients who spent four hours or less in the ED

93.6%

Same period last year	Change since one year ago
1,360	-28.8%
92.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

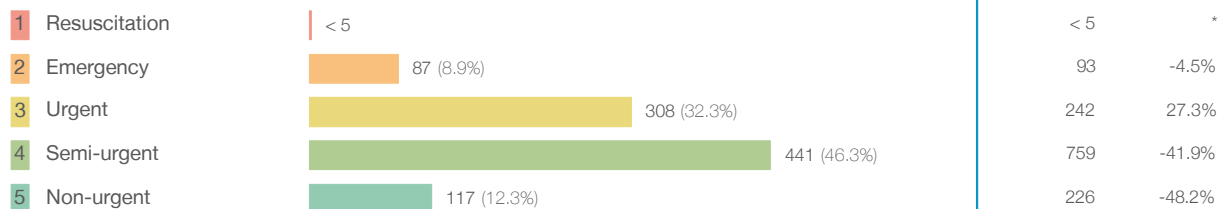
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Kurri Kurri District Hospital: Patients presenting to the emergency department

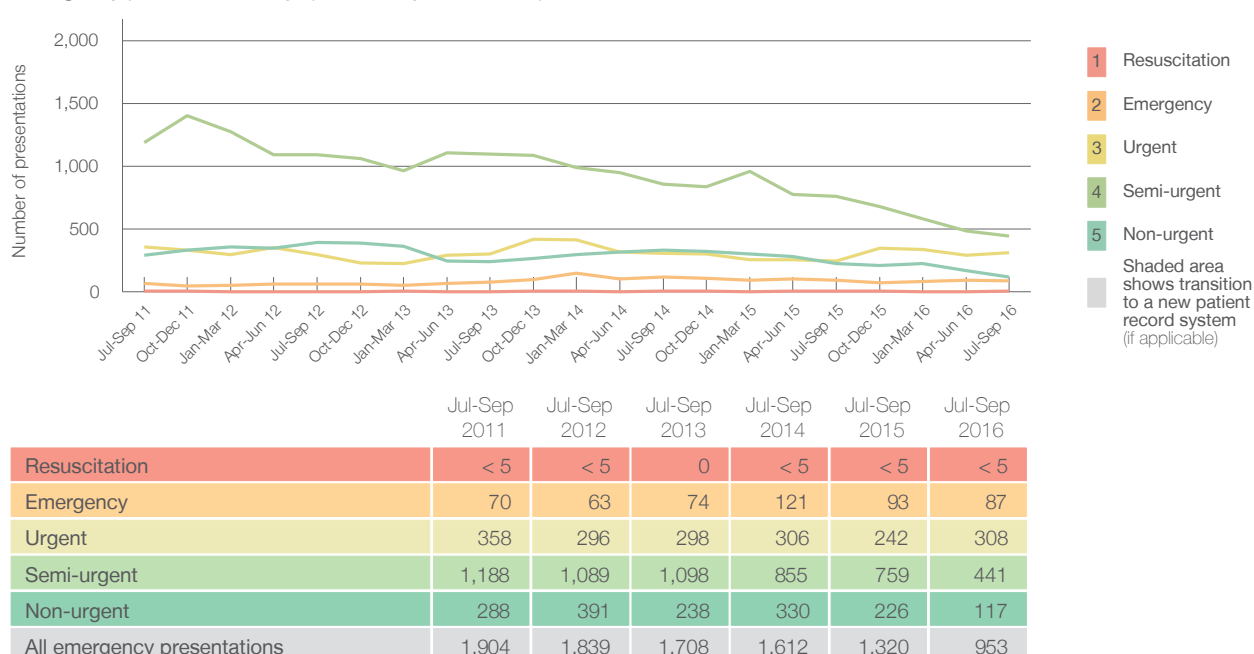
July to September 2016

All presentations¹ 969 patients

Emergency presentations² by triage category: 953 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Kurri Kurri District Hospital: Patients arriving by ambulance

July to September 2016

ED Transfer of care time is not currently available for this hospital.⁷

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 87

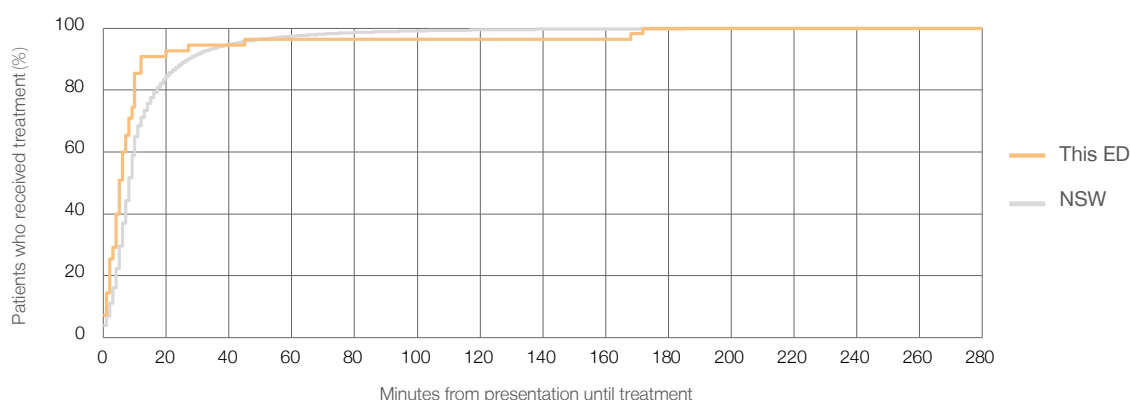
Number of triage 2 patients used to calculate waiting time:³ 55

Median time to start treatment⁴ 5 minutes

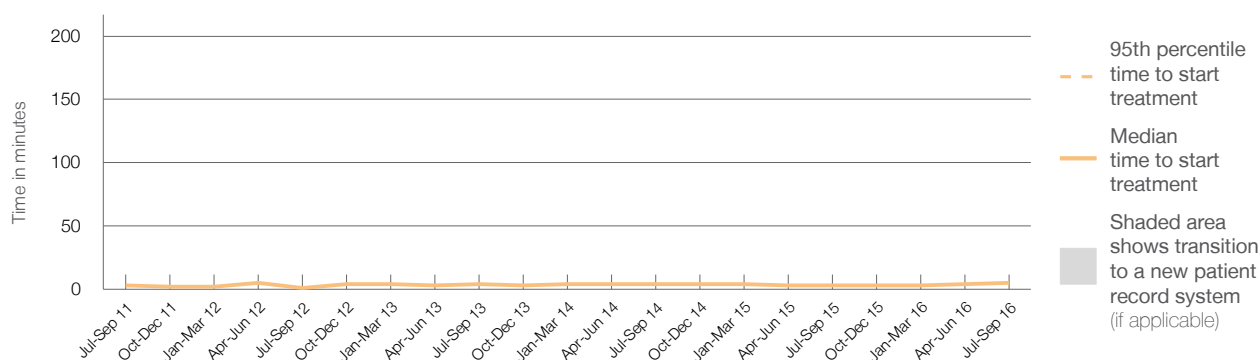
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
93	
71	
3 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	1	4	4	3	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	31	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 308

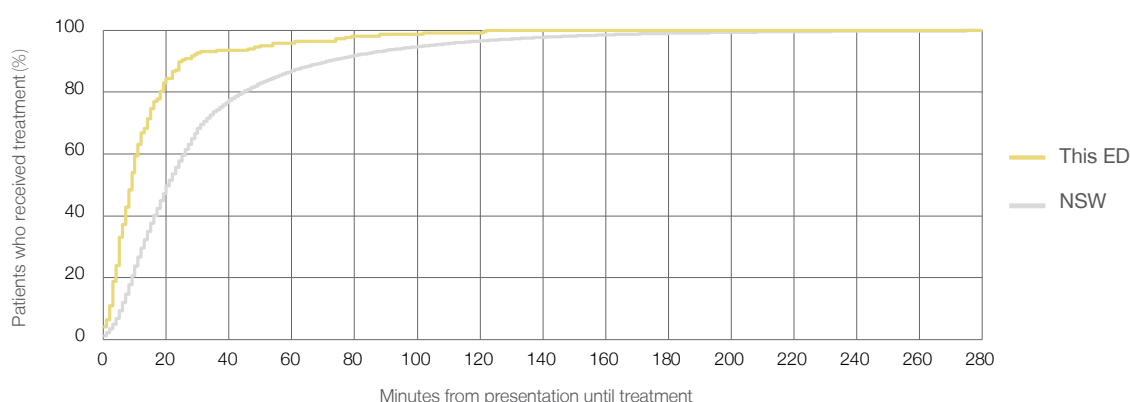
Number of triage 3 patients used to calculate waiting time:³ 217

Median time to start treatment⁴ 9 minutes

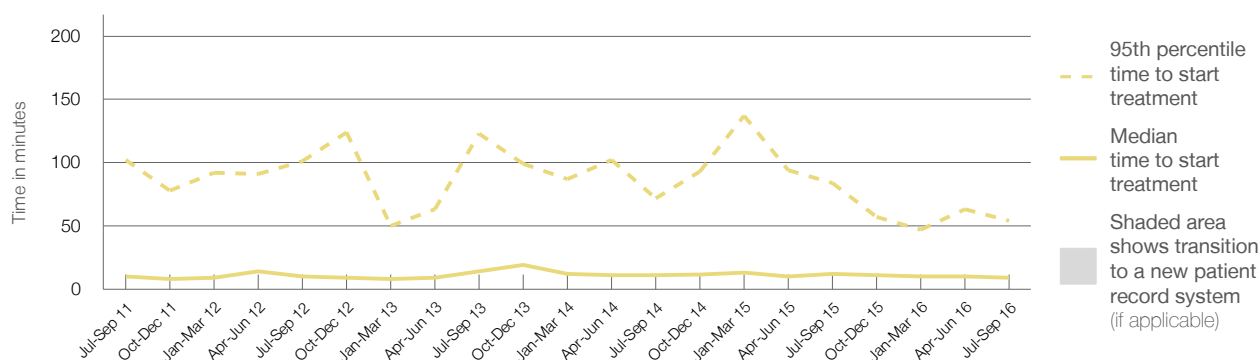
95th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
242	
192	
12 minutes	21 minutes
84 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	10	14	11	12	9
95th percentile time to start treatment ⁵ (minutes)	102	101	123	72	84	54

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 441

Number of triage 4 patients used to calculate waiting time:³ 280

Median time to start treatment⁴

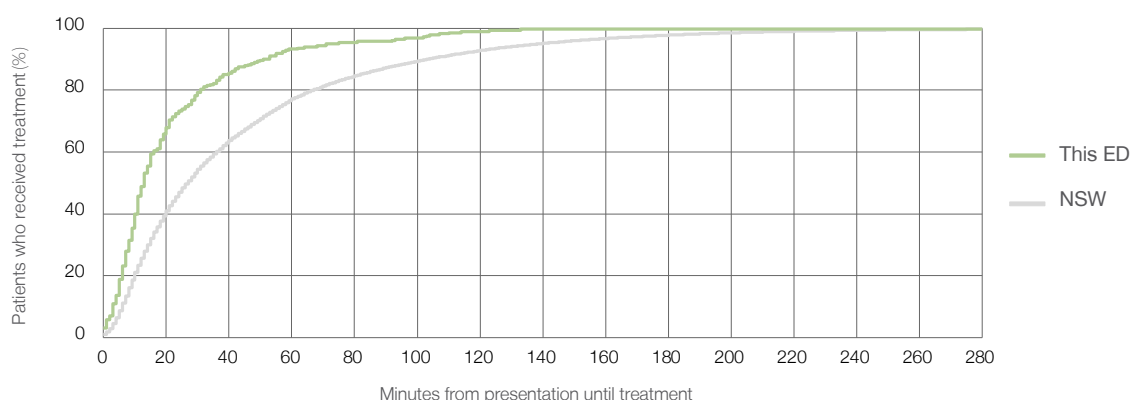
13 minutes

95th percentile time to start treatment⁵

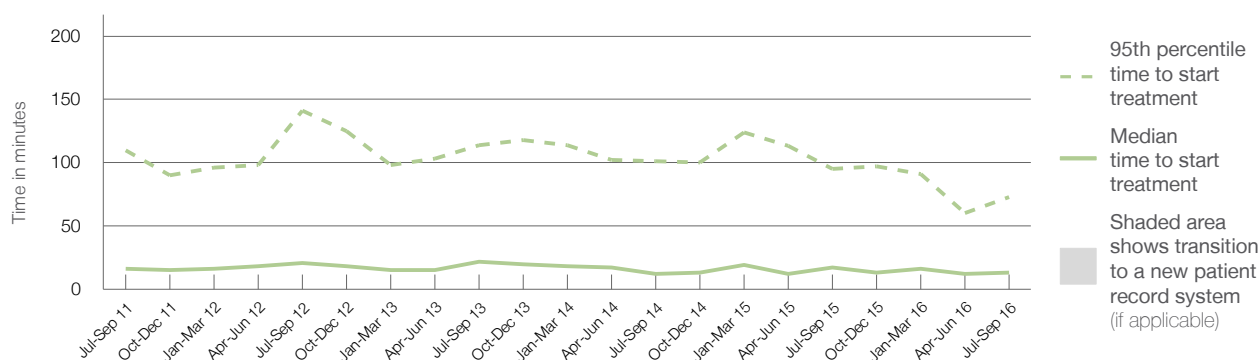
73 minutes

Same period last year	NSW (this period)
759	
595	
17 minutes	27 minutes
95 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	21	22	12	17	13
95th percentile time to start treatment ⁵ (minutes)	110	141	114	101	95	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 117

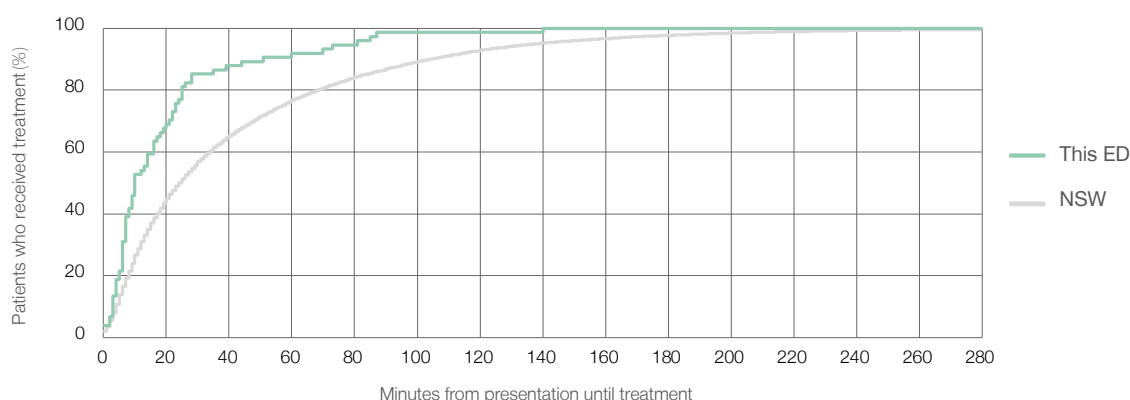
Number of triage 5 patients used to calculate waiting time:³ 74

Median time to start treatment⁴ 10 minutes

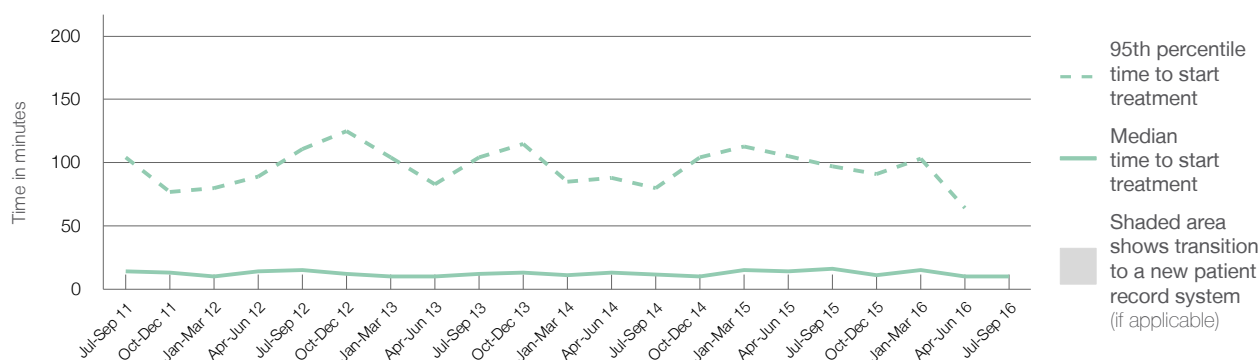
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
226	
176	
16 minutes	24 minutes
97 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	15	12	12	16	10
95th percentile time to start treatment ⁵ (minutes)	104	111	104	80	97	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 969 patients

Presentations used to calculate time to leaving the ED:⁶ 969 patients

Median time spent in the ED⁸

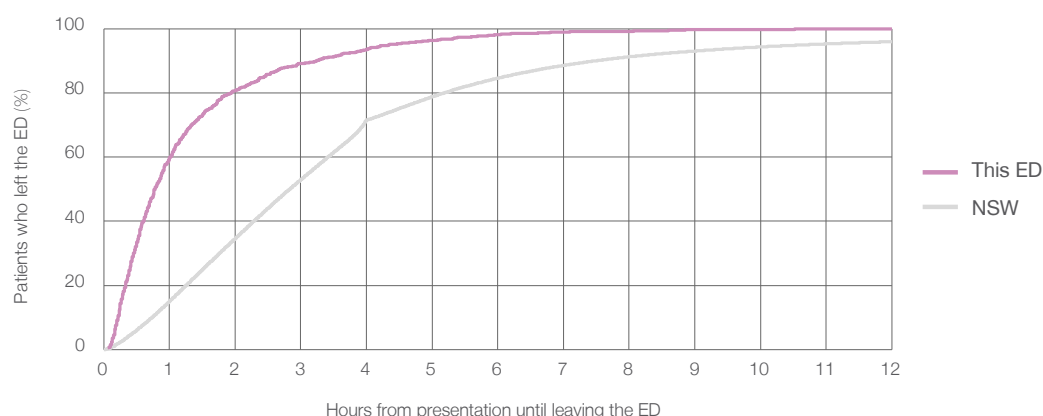
0 hours and 47 minutes

95th percentile time spent in the ED⁹

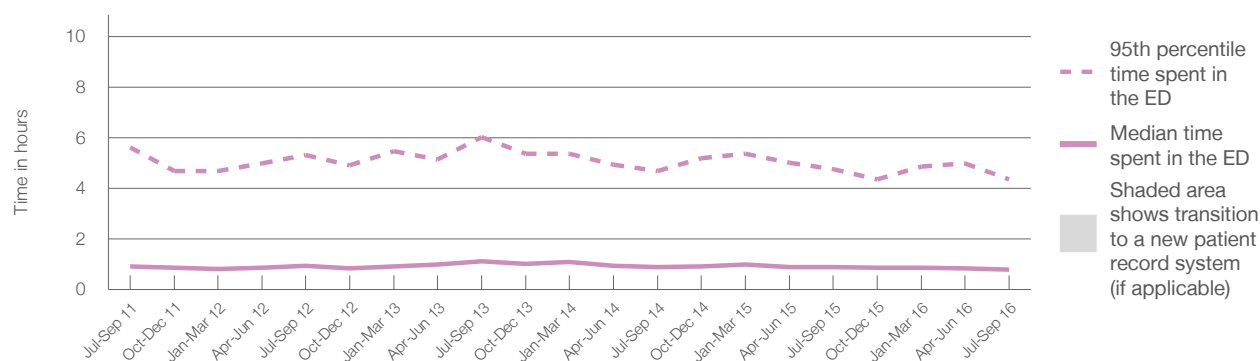
4 hours and 21 minutes

Same period last year	NSW (this period)
1,360	
1,360	
0 hours and 54 minutes	2 hours and 50 minutes
4 hours and 46 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 55m	0h 57m	1h 7m	0h 54m	0h 54m	0h 47m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 37m	5h 20m	6h 1m	4h 42m	4h 46m	4h 21m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

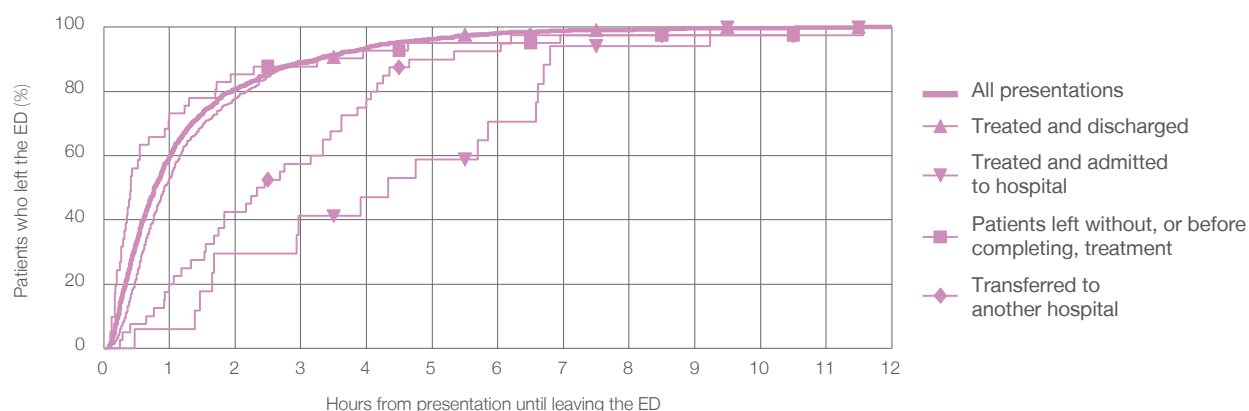
All presentations:[†] 969 patients

Presentations used to calculate time to leaving the ED:[‡] 969 patients

Treated and discharged	569 (58.7%)
Treated and admitted to hospital	17 (1.8%)
Patient left without, or before completing, treatment	41 (4.2%)
Transferred to another hospital	40 (4.1%)
Other	302 (31.2%)

Same period last year	Change since one year ago
1,360	-28.8%
986	-42.3%
25	-32.0%
54	-24.1%
64	-37.5%
231	30.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	52.9%	77.9%	88.6%	93.5%	98.6%	99.1%	100%	100%
Treated and admitted to hospital	5.9%	29.4%	41.2%	47.1%	70.6%	94.1%	100%	100%
Patient left without, or before completing, treatment	73.2%	85.4%	87.8%	92.7%	95.1%	97.6%	97.6%	100%
Transferred to another hospital	20.0%	42.5%	57.5%	77.5%	92.5%	97.5%	97.5%	100%
All presentations	59.9%	80.8%	89.2%	93.6%	98.1%	99.2%	99.8%	100%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 969 patients

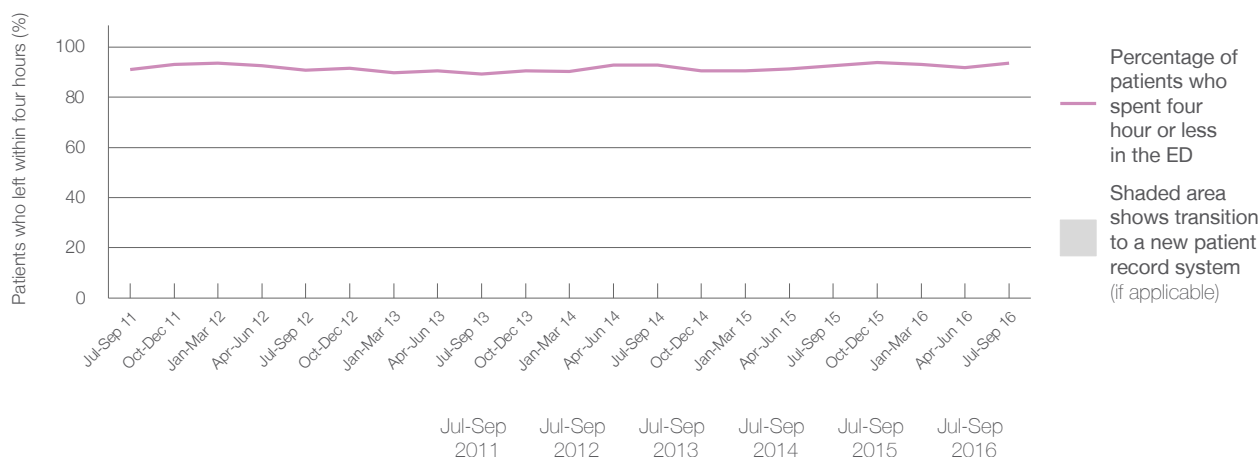
Presentations used to calculate time to leaving the ED: ⁶ 969 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,360	-28.8%
1,360	-28.8%
92.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	91.0%	90.8%	89.3%	92.8%	92.6%	93.6%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Lithgow Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,099 patients

Emergency presentations:² 2,969 patients

Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%

Lithgow Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 420 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 999 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,171 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 355 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
289	
5 minutes	8 minutes
21 minutes	41 minutes
969	
11 minutes	21 minutes
58 minutes	103 minutes
1,307	
13 minutes	27 minutes
71 minutes	139 minutes
439	
10 minutes	24 minutes
83 minutes	138 minutes

Lithgow Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,094 patients

Percentage of patients who spent four hours or less in the ED 87.1%

Same period last year	Change since one year ago
3,121	-0.9%
85.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

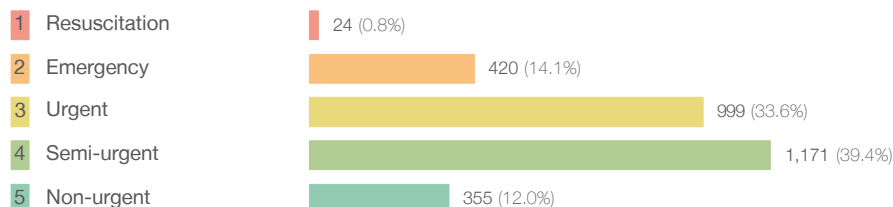
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Lithgow Health Service: Patients presenting to the emergency department

July to September 2016

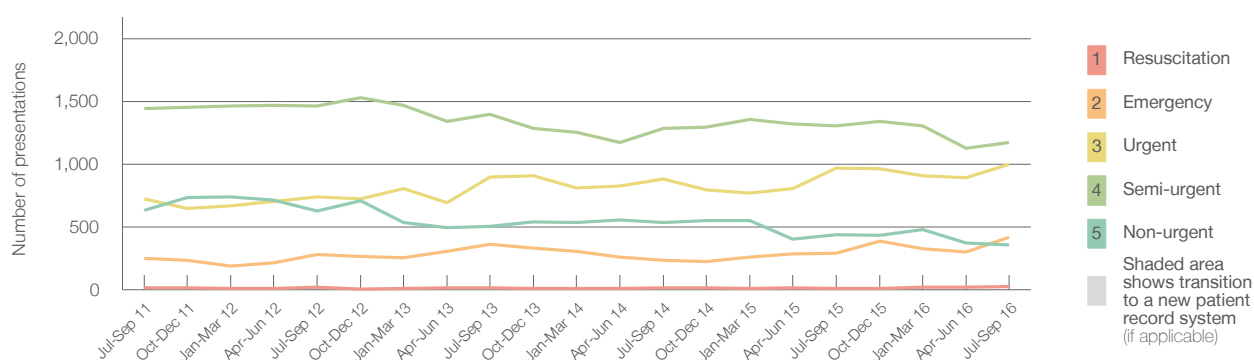
All presentations:¹ 3,099 patients

Emergency presentations² by triage category: 2,969 patients



Same period last year	Change since one year ago
3,121	-0.7%
3,012	-1.4%
8	200.0%
289	45.3%
969	3.1%
1,307	-10.4%
439	-19.1%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	17	21	15	15	8	24
Emergency	247	278	359	236	289	420
Urgent	726	738	896	883	969	999
Semi-urgent	1,441	1,461	1,395	1,286	1,307	1,171
Non-urgent	634	628	505	534	439	355
All emergency presentations	3,065	3,126	3,170	2,954	3,012	2,969

Lithgow Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 659 patients

ED Transfer of care time



Same period last year	Change since one year ago
557	
10 minutes	-1 minute
32 minutes	3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 420

Number of triage 2 patients used to calculate waiting time:³ 415

Median time to start treatment⁴

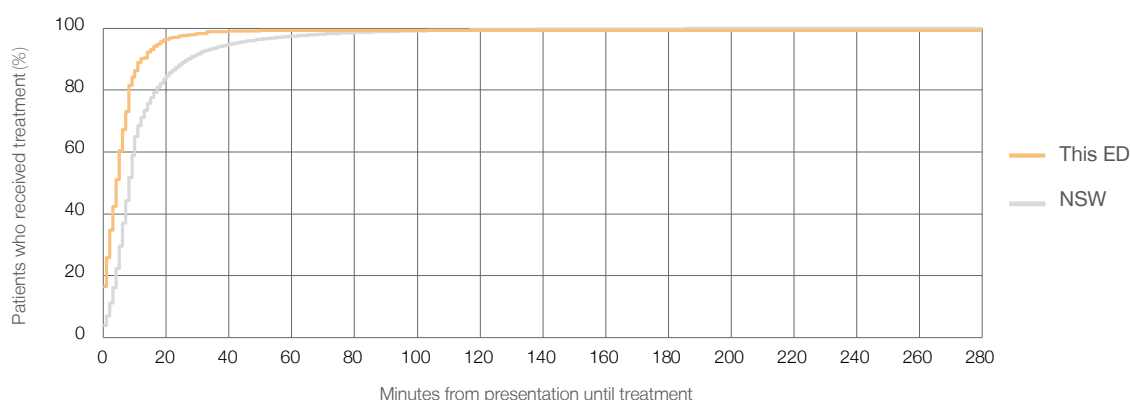
4 minutes

95th percentile time to start treatment⁵

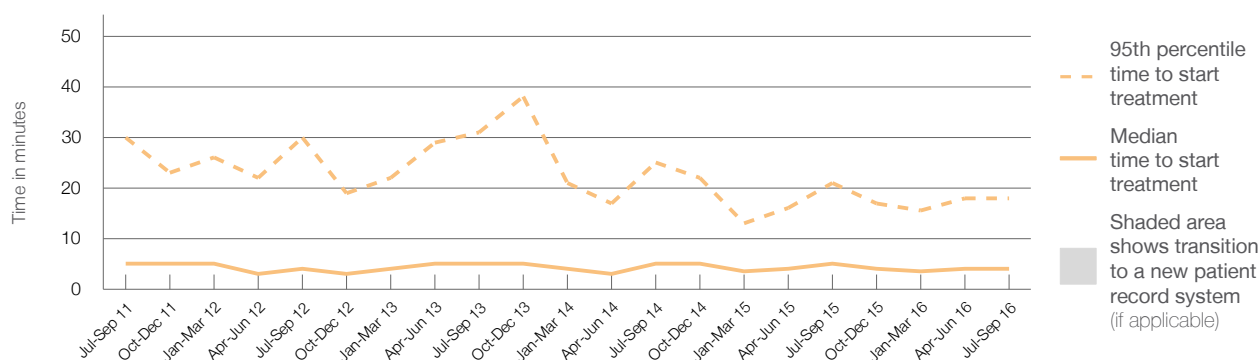
18 minutes

Same period last year	NSW (this period)
289	
280	
5 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	4	5	5	5	4
95th percentile time to start treatment ⁵ (minutes)	30	30	31	25	21	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 999

Number of triage 3 patients used to calculate waiting time:³ 971

Median time to start treatment⁴

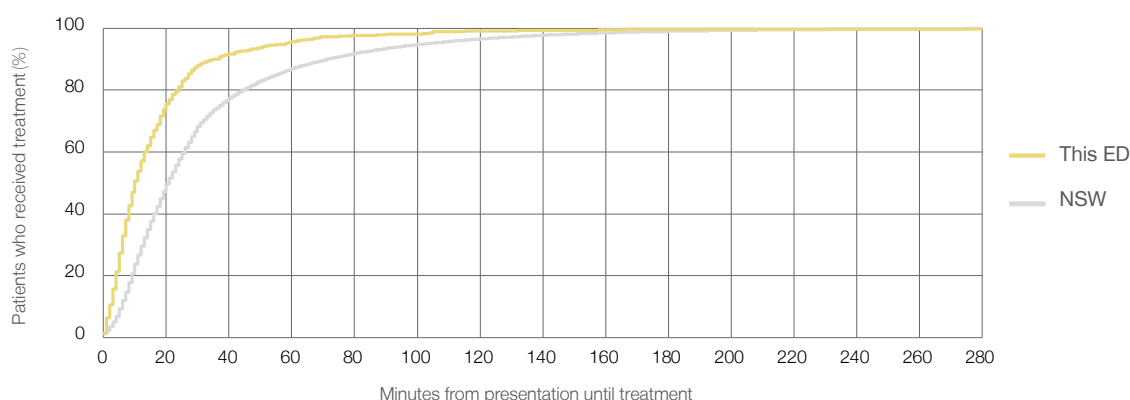
10 minutes

95th percentile time to start treatment⁵

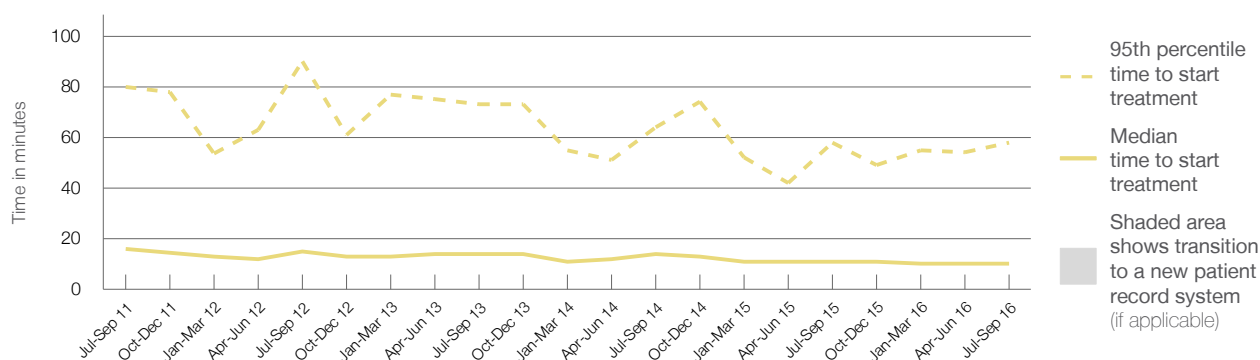
58 minutes

Same period last year	NSW (this period)
969	
944	
11 minutes	21 minutes
58 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	15	14	14	11	10
95th percentile time to start treatment ⁵ (minutes)	80	90	73	64	58	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,171

Number of triage 4 patients used to calculate waiting time: ³ 1,123

Median time to start treatment ⁴

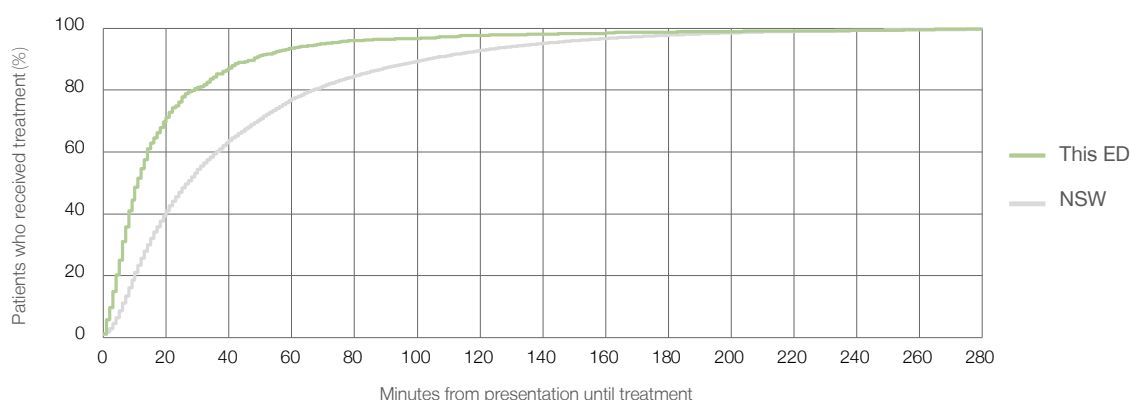
11 minutes

95th percentile time to start treatment ⁵

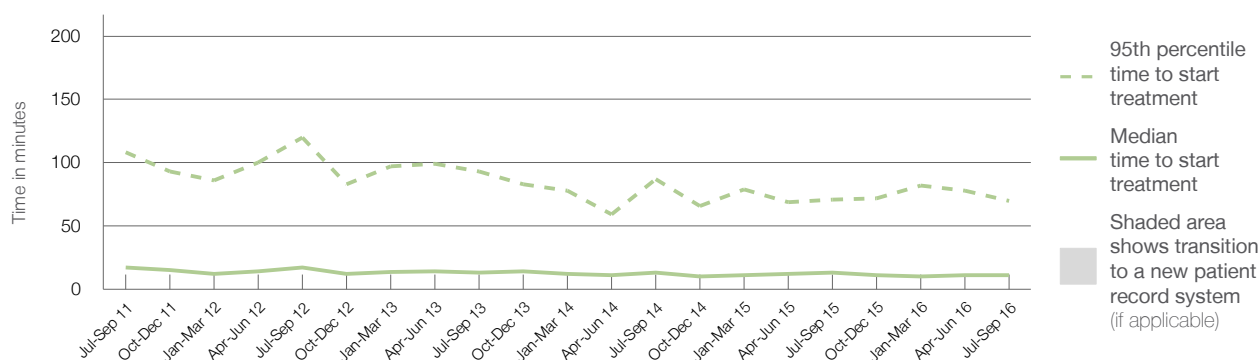
70 minutes

Same period last year	NSW (this period)
1,307	
1,250	
13 minutes	27 minutes
71 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	17	13	13	13	11
95th percentile time to start treatment ⁵ (minutes)	108	120	93	87	71	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 355

Number of triage 5 patients used to calculate waiting time:³ 331

Median time to start treatment⁴

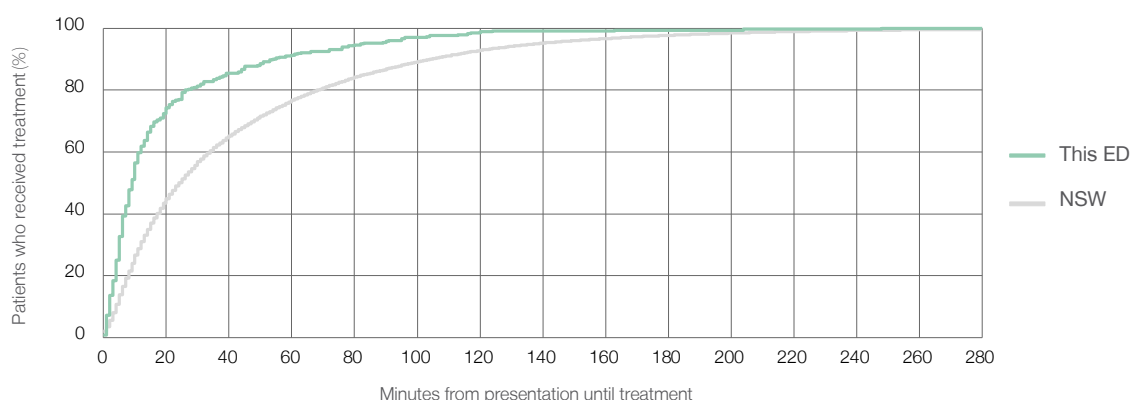
9 minutes

95th percentile time to start treatment⁵

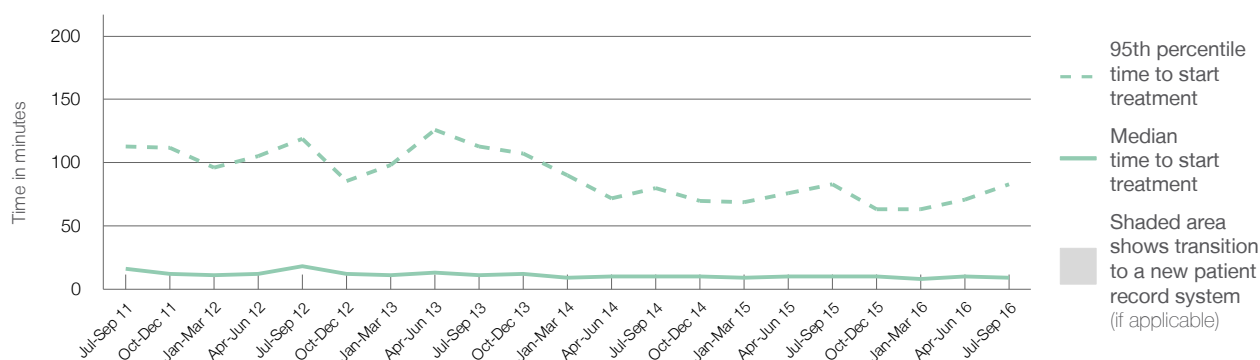
83 minutes

Same period last year	NSW (this period)
439	
409	
10 minutes	24 minutes
83 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	16	18	11	10	10	9
95th percentile time to start treatment ⁵ (minutes)	113	119	113	80	83	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Lithgow Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,099 patients

Presentations used to calculate time to leaving the ED:⁶ 3,094 patients

Median time spent in the ED⁸

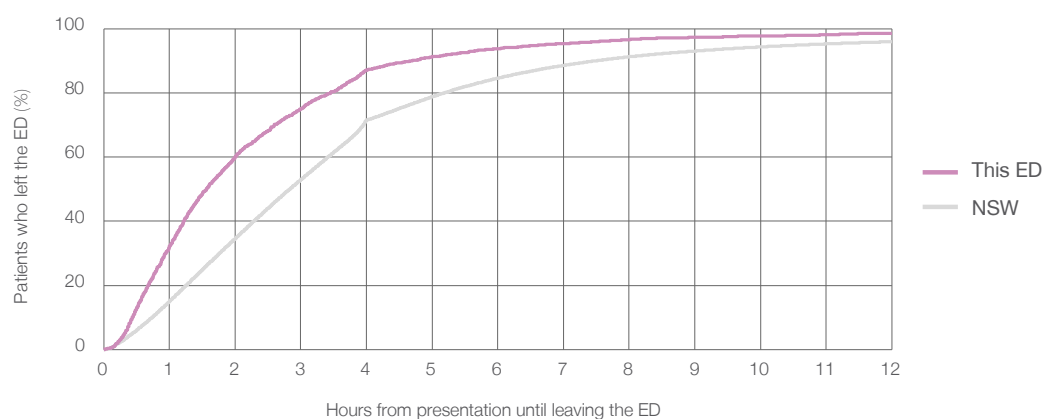
1 hours and 34 minutes

95th percentile time spent in the ED⁹

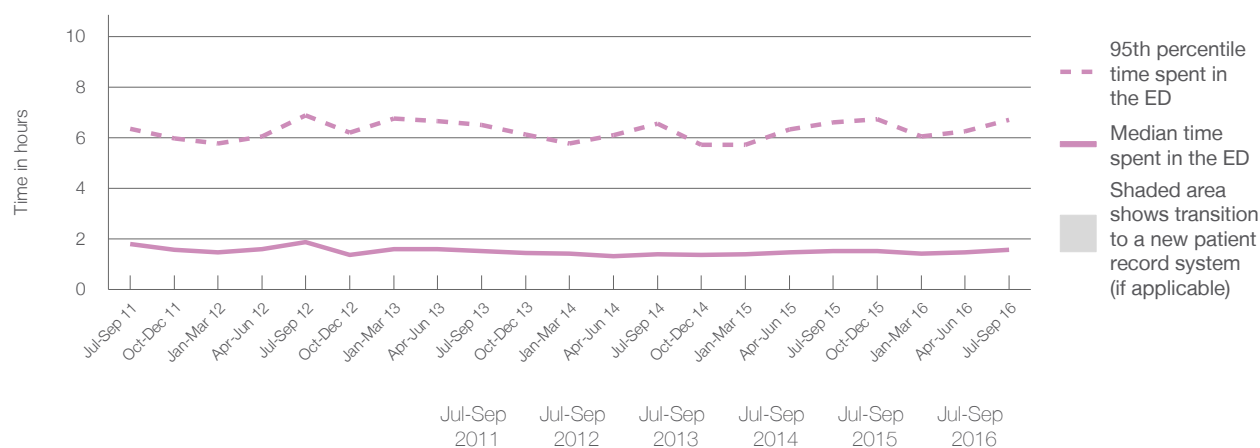
6 hours and 43 minutes

Same period last year	NSW (this period)
3,121	3,121
1 hours and 32 minutes	2 hours and 50 minutes
6 hours and 36 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 48m	1h 53m	1h 31m	1h 24m	1h 32m	1h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 21m	6h 54m	6h 31m	6h 34m	6h 36m	6h 43m

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Lithgow Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

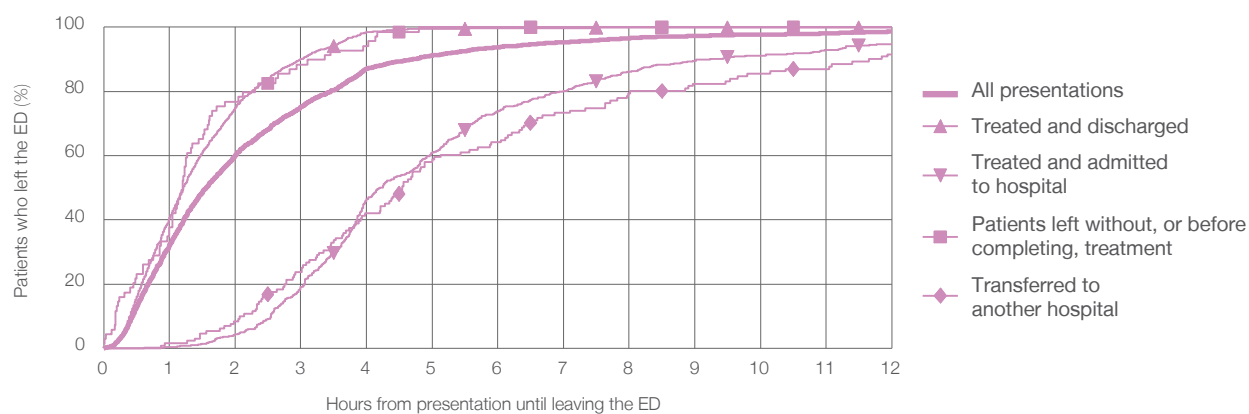
All presentations:¹ 3,099 patients

Presentations used to calculate time to leaving the ED:⁶ 3,094 patients

Treated and discharged	2,339 (75.5%)
Treated and admitted to hospital	518 (16.7%)
Patient left without, or before completing, treatment	71 (2.3%)
Transferred to another hospital	131 (4.2%)
Other	40 (1.3%)

Same period last year	Change since one year ago
3,121	-0.9%
2,476	-5.5%
477	8.6%
63	12.7%
97	35.1%
8	400.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	40.7%	75.1%	90.0%	98.5%	99.7%	99.8%	99.8%	99.8%
Treated and admitted to hospital	0.4%	4.3%	19.2%	46.5%	73.8%	86.0%	91.1%	94.8%
Patient left without, or before completing, treatment	37.7%	76.8%	88.4%	94.2%	100%	100%	100%	100%
Transferred to another hospital	1.5%	8.4%	23.7%	42.0%	64.1%	79.4%	85.5%	91.6%
All presentations	32.3%	60.2%	75.1%	87.1%	93.8%	96.6%	97.7%	98.6%

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Lithgow Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,099 patients

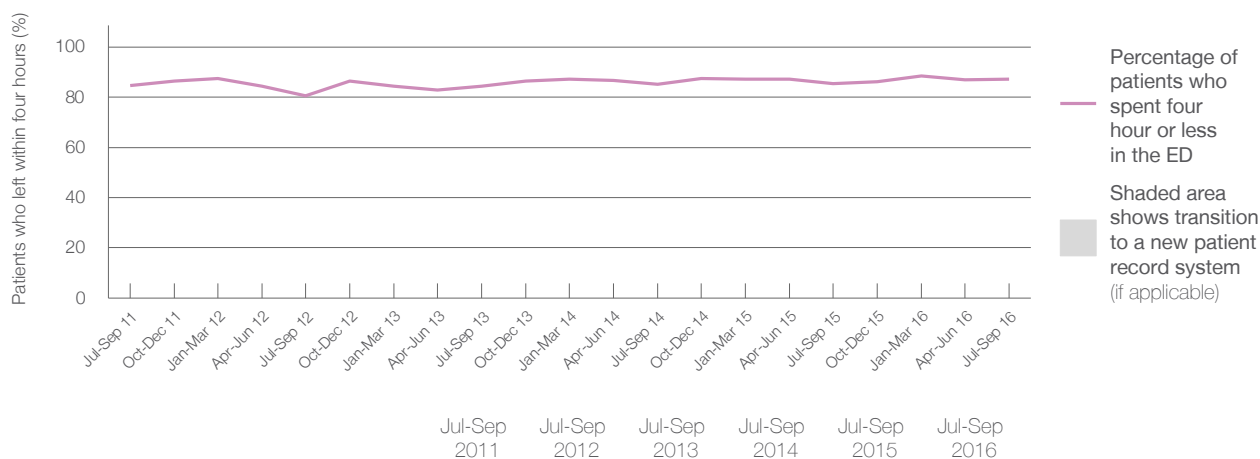
Presentations used to calculate time to leaving the ED: ⁶ 3,094 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,121	-0.7%
3,121	-0.9%
85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	84.5%	80.5%	84.3%	85.1%	85.3%	87.1%

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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
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 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Macksville District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,982 patients

Emergency presentations:² 2,786 patients

Same period last year	Change since one year ago
3,179	-6.2%
2,966	-6.1%

Macksville District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 367 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 944 patients

Median time to start treatment⁴ 20 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,168 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
309	
10 minutes	8 minutes
27 minutes	41 minutes
1,072	
25 minutes	21 minutes
90 minutes	103 minutes
1,287	
29 minutes	27 minutes
149 minutes	139 minutes
287	
28 minutes	24 minutes
166 minutes	138 minutes

Macksville District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,980 patients

Percentage of patients who spent four hours or less in the ED 86.1%

Same period last year	Change since one year ago
3,179	-6.3%
83.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
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4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

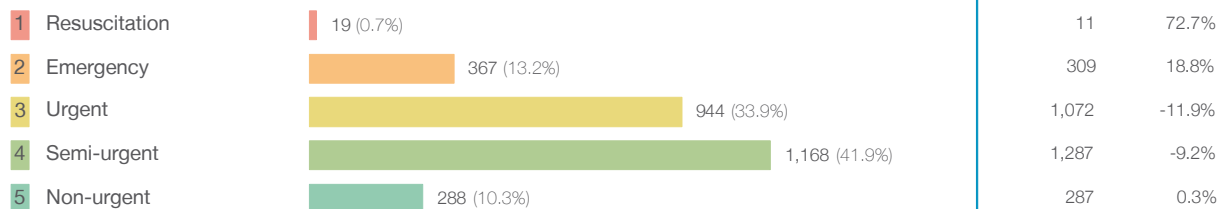
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Macksville District Hospital: Patients presenting to the emergency department

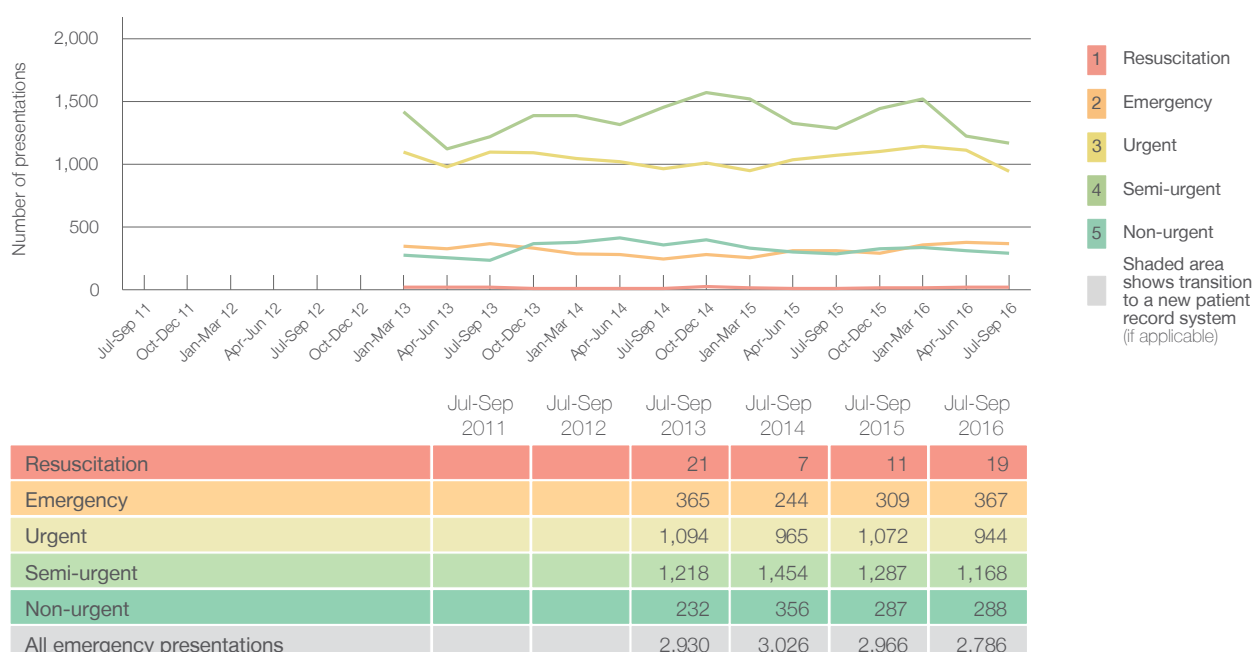
July to September 2016

All presentations:¹ 2,982 patients

Emergency presentations² by triage category: 2,786 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Macksville District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 491 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 367

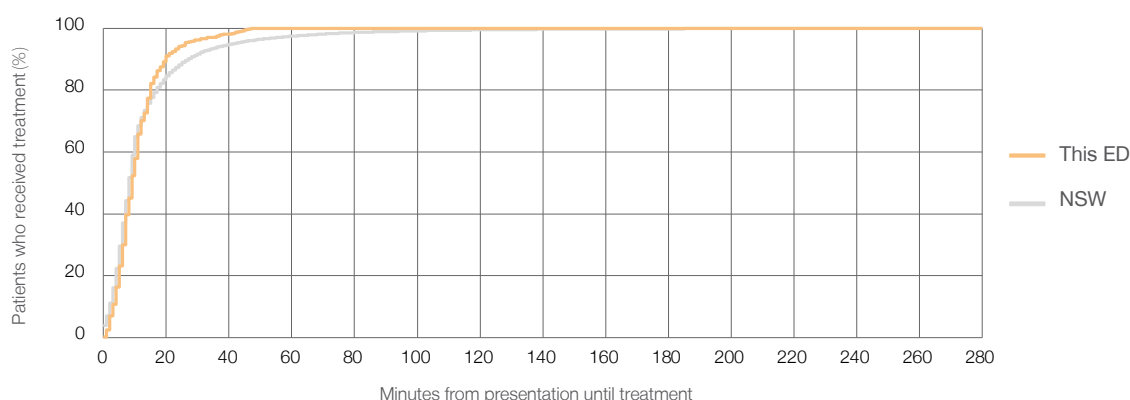
Number of triage 2 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 9 minutes

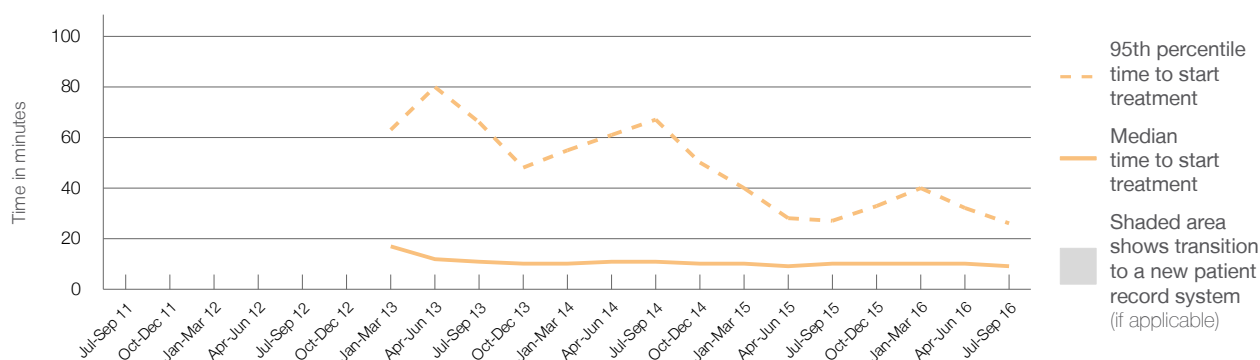
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
309	
295	
10 minutes	8 minutes
27 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			11	11	10	9
95th percentile time to start treatment ⁵ (minutes)			66	67	27	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Macksville District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 944

Number of triage 3 patients used to calculate waiting time:³ 908

Median time to start treatment⁴

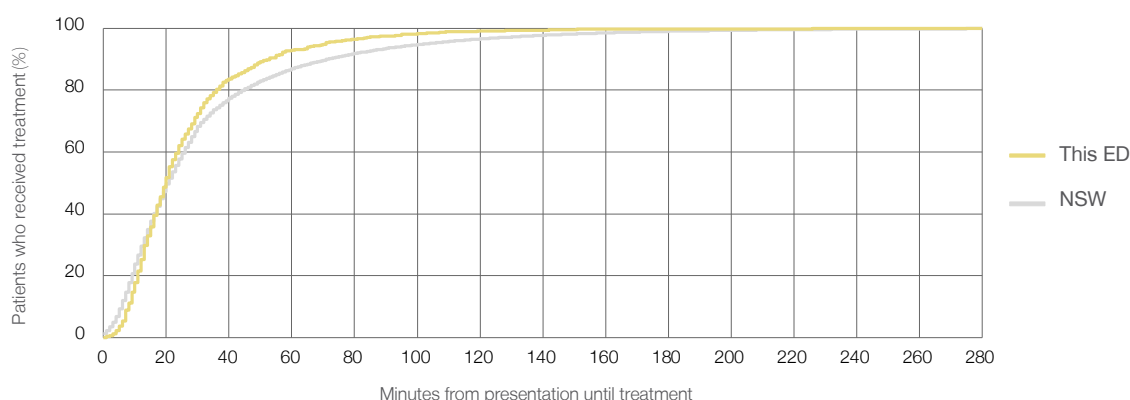
20 minutes

95th percentile time to start treatment⁵

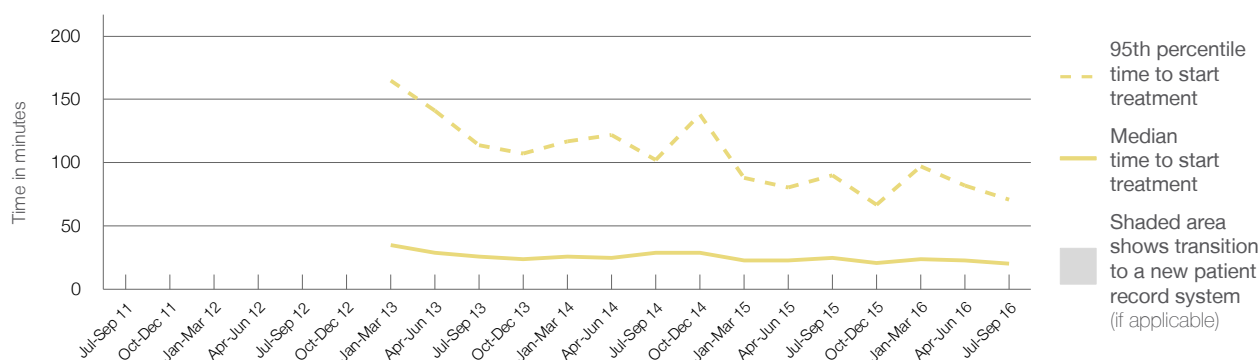
71 minutes

Same period last year	NSW (this period)
1,072	
1,018	
25 minutes	21 minutes
90 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			26	29	25	20
95th percentile time to start treatment ⁵ (minutes)			114	102	90	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Macksville District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,168

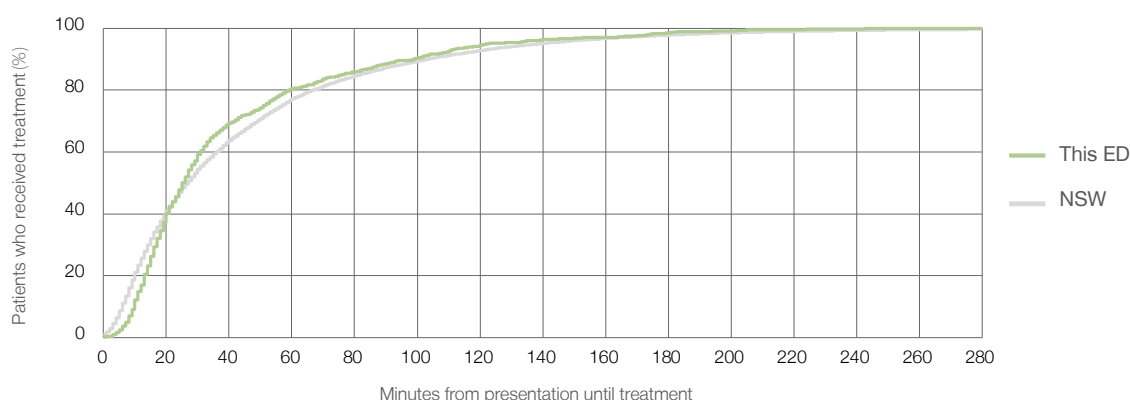
Number of triage 4 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ 26 minutes

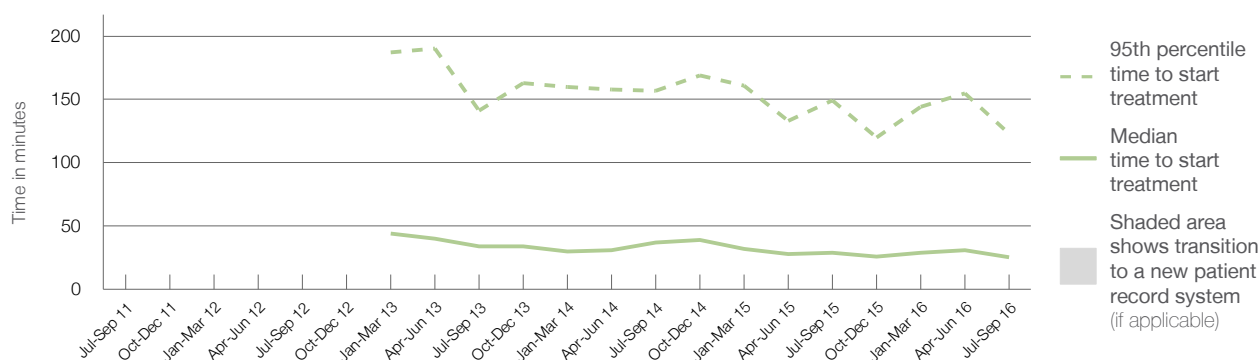
95th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
1,287	
1,189	
29 minutes	27 minutes
149 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	37	29	26
95th percentile time to start treatment ⁵ (minutes)			141	157	149	123

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 288

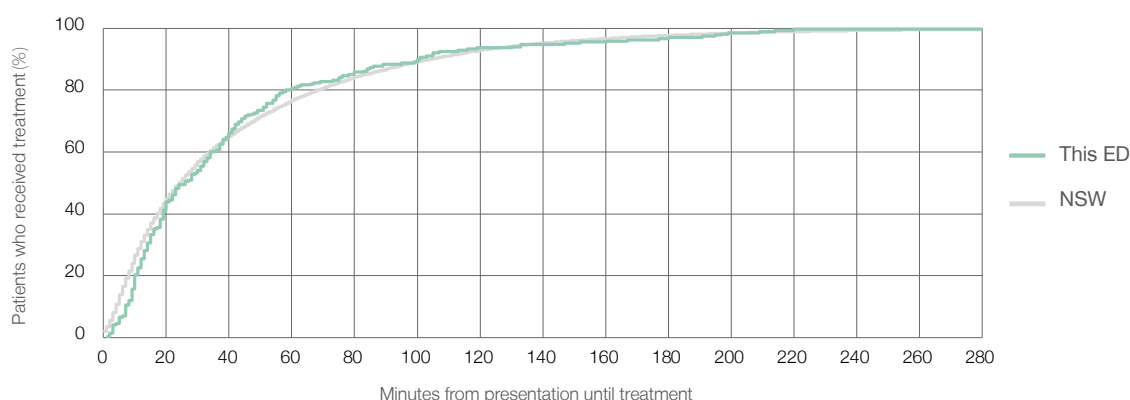
Number of triage 5 patients used to calculate waiting time:³ 267

Median time to start treatment⁴ 26 minutes

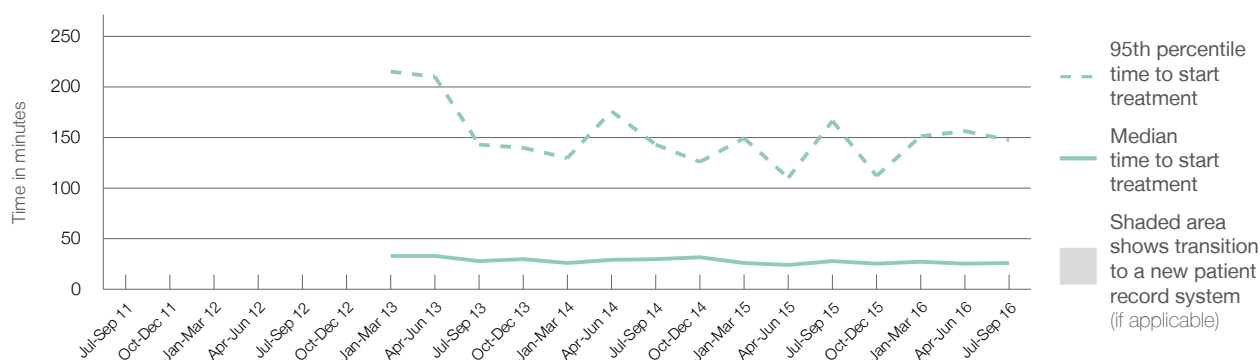
95th percentile time to start treatment⁵ 147 minutes

Same period last year	NSW (this period)
287	
258	
28 minutes	24 minutes
166 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			28	30	28	26
95th percentile time to start treatment ⁵ (minutes)			143	143	166	147

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,982 patients

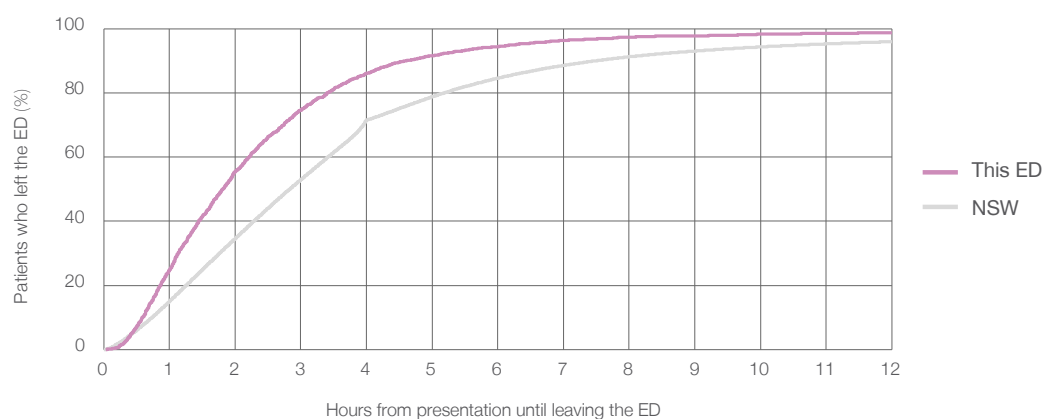
Presentations used to calculate time to leaving the ED:⁶ 2,980 patients

Median time spent in the ED⁸ 1 hours and 49 minutes

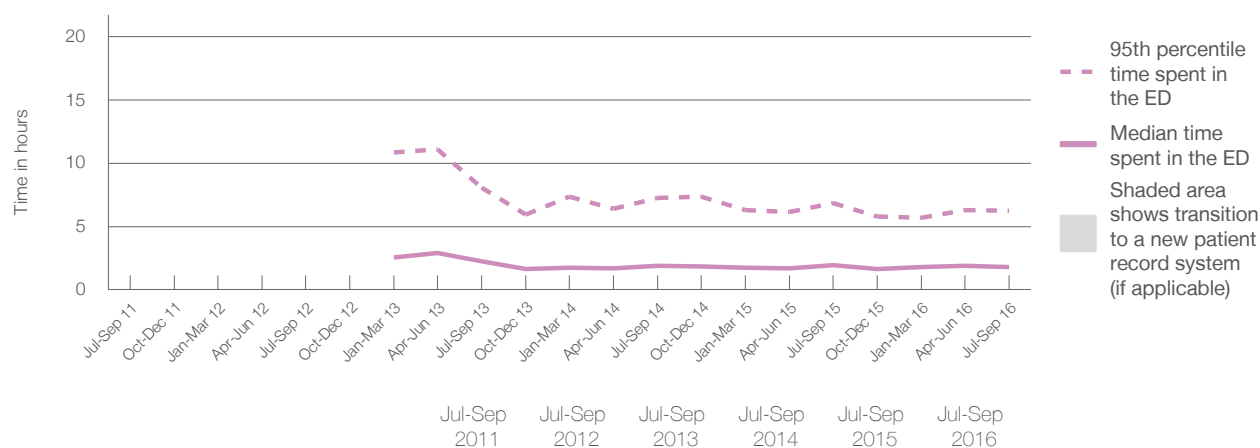
95th percentile time spent in the ED⁹ 6 hours and 16 minutes

Same period last year	NSW (this period)
3,179	
3,179	
1 hours and 58 minutes	2 hours and 50 minutes
6 hours and 50 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 14m	1h 54m	1h 58m	1h 49m
95th percentile time to leaving the ED ⁹ (hours, minutes)			8h 4m	7h 14m	6h 50m	6h 16m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients spent in the ED

By mode of separation

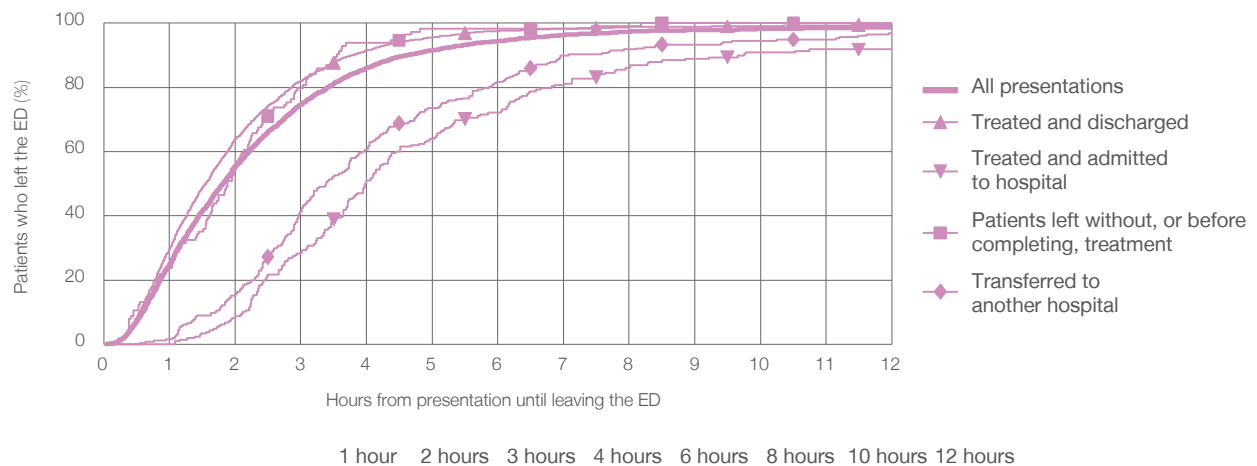
July to September 2016

All presentations:¹ 2,982 patients

Presentations used to calculate time to leaving the ED:⁶ 2,980 patients

		Same period last year	Change since one year ago
Treated and discharged	2,321 (77.8%)	3,179	-6.3%
Treated and admitted to hospital	208 (7.0%)	2502	-7.2%
Patient left without, or before completing, treatment	114 (3.8%)	233	-10.7%
Transferred to another hospital	257 (8.6%)	190	-40.0%
Other	82 (2.7%)	169	52.1%
		85	-3.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.8%	64.0%	81.9%	91.6%	97.6%	98.8%	99.2%	99.5%
Treated and admitted to hospital	0%	8.7%	28.4%	51.0%	72.1%	86.1%	90.9%	91.8%
Patient left without, or before completing, treatment	23.7%	54.4%	79.8%	93.9%	98.2%	99.1%	100%	100%
Transferred to another hospital	1.6%	15.6%	41.2%	60.7%	81.7%	91.8%	94.6%	96.9%
All presentations	24.9%	55.5%	74.6%	86.1%	94.4%	97.3%	98.2%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,982 patients

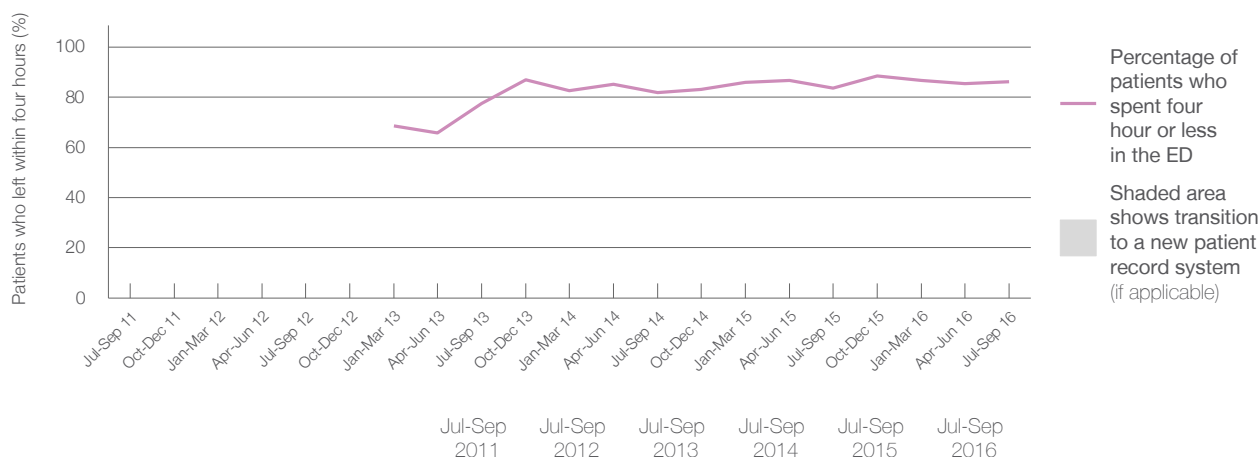
Presentations used to calculate time to leaving the ED: ⁶ 2,980 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,179	-6.2%
3,179	-6.3%
83.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)						
			77.6%	81.7%	83.6%	86.1%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Maclean District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,932 patients

Emergency presentations:² 2,737 patients

Same period last year	Change since one year ago
2,773	5.7%
2,595	5.5%

Maclean District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 396 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,050 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 111 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,141 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 141 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
268	
15 minutes	8 minutes
57 minutes	41 minutes
1,040	
27 minutes	21 minutes
96 minutes	103 minutes
1,077	
35 minutes	27 minutes
142 minutes	139 minutes
202	
36 minutes	24 minutes
173 minutes	138 minutes

Maclean District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,931 patients

Percentage of patients who spent four hours or less in the ED 81.1%

Same period last year	Change since one year ago
2,772	5.7%
82.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

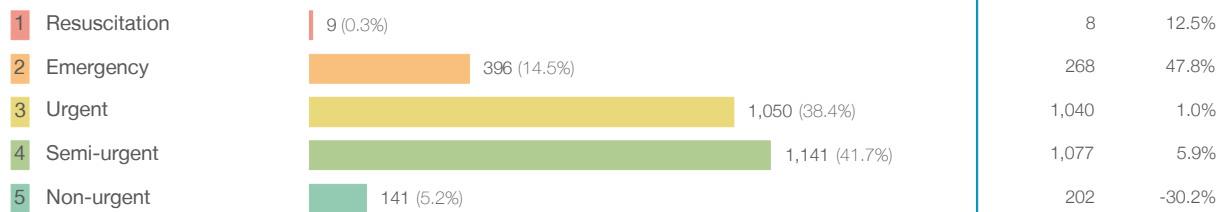
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Maclean District Hospital: Patients presenting to the emergency department

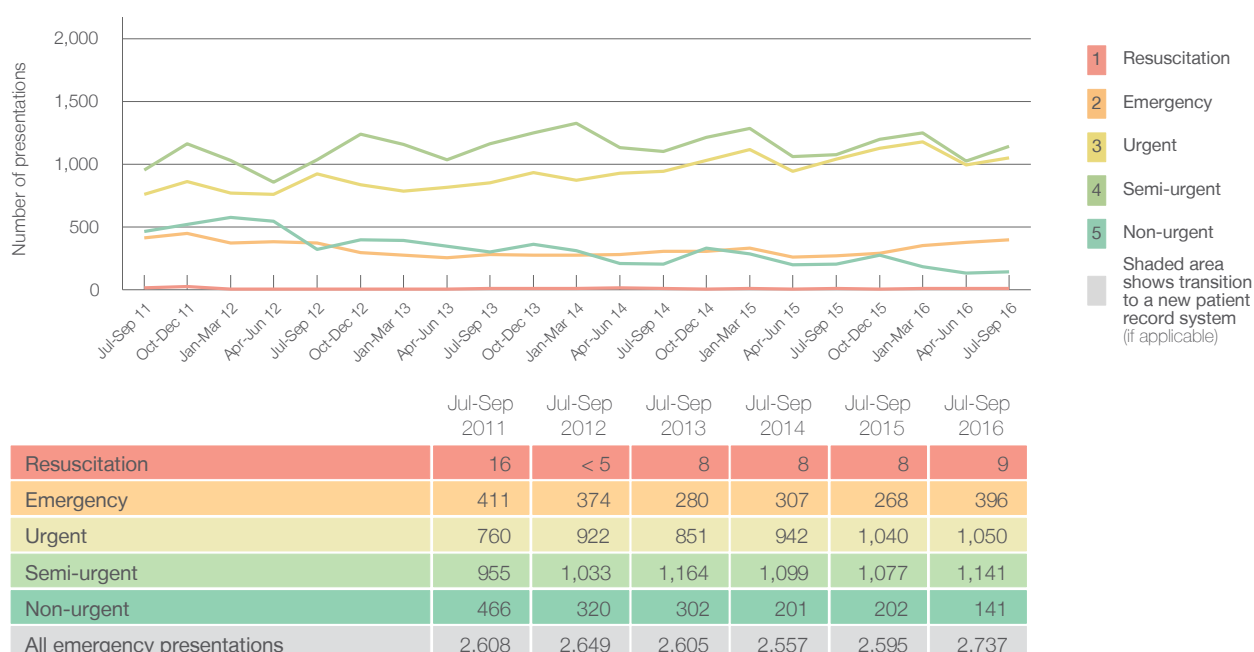
July to September 2016

All presentations:¹ 2,932 patients

Emergency presentations² by triage category: 2,737 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Maclean District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 450 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 396

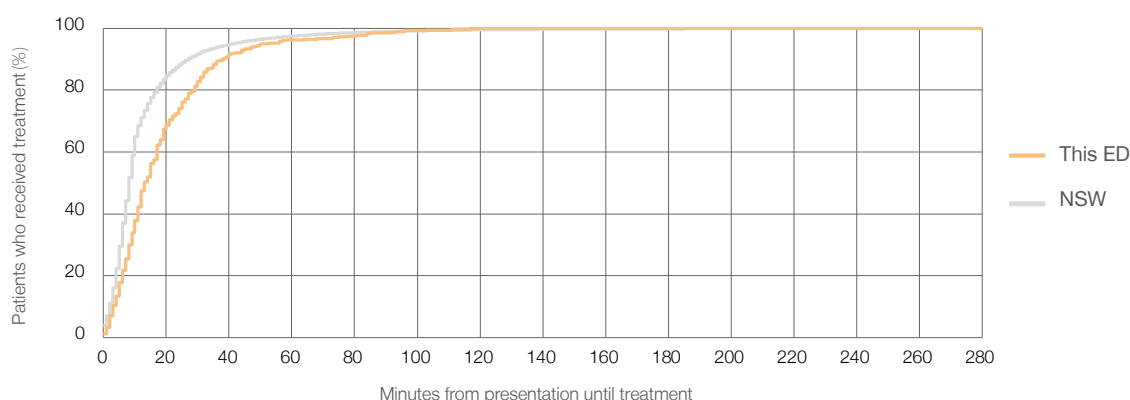
Number of triage 2 patients used to calculate waiting time:³ 394

Median time to start treatment⁴ 13 minutes

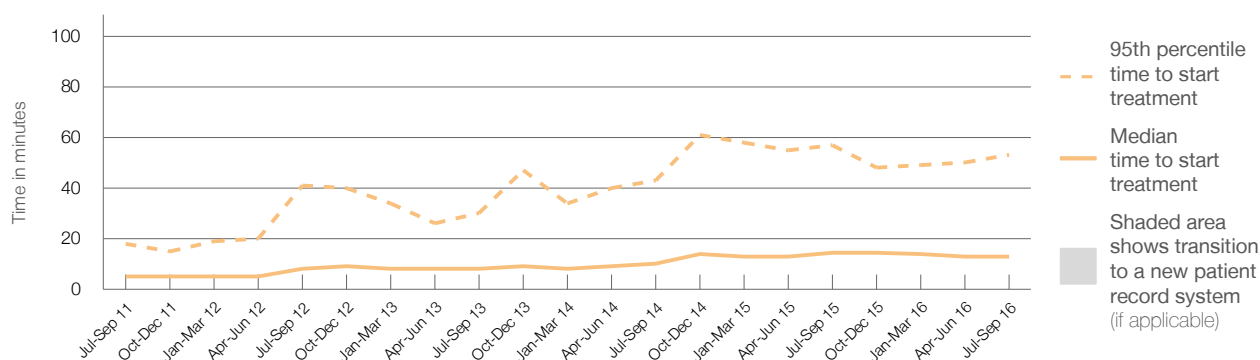
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
268	
268	
15 minutes	8 minutes
57 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	8	8	10	15	13
95th percentile time to start treatment ⁵ (minutes)	18	41	30	43	57	53

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,050

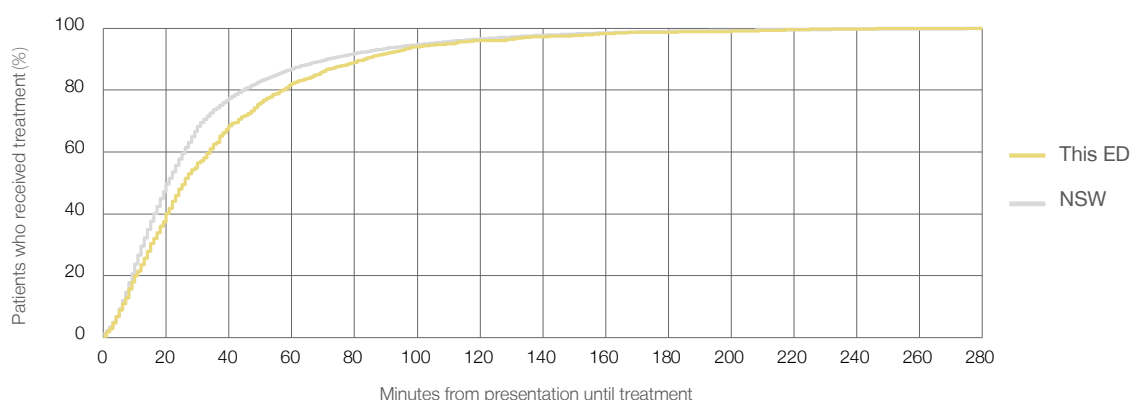
Number of triage 3 patients used to calculate waiting time: ³ 1,022

Median time to start treatment ⁴ 26 minutes

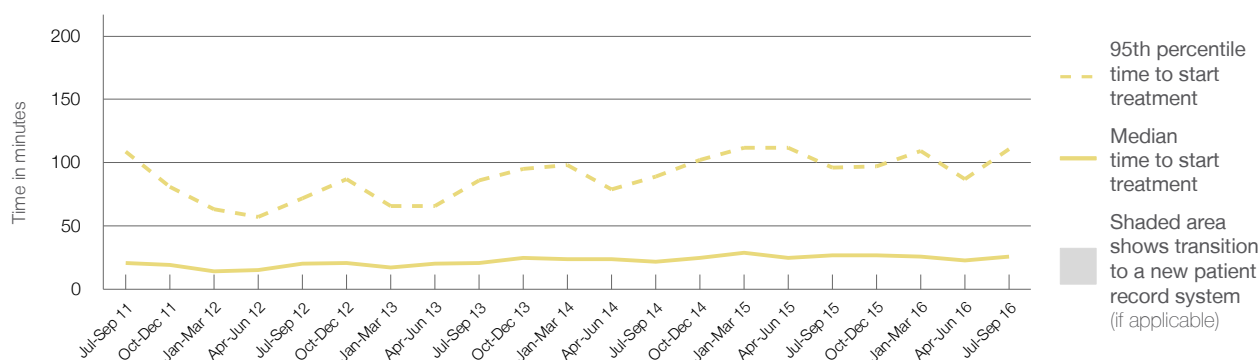
95th percentile time to start treatment ⁵ 111 minutes

Same period last year	NSW (this period)
1,040	
1,022	
27 minutes	21 minutes
96 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	21	20	21	22	27	26
95th percentile time to start treatment ⁵ (minutes)	109	72	86	89	96	111

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,141

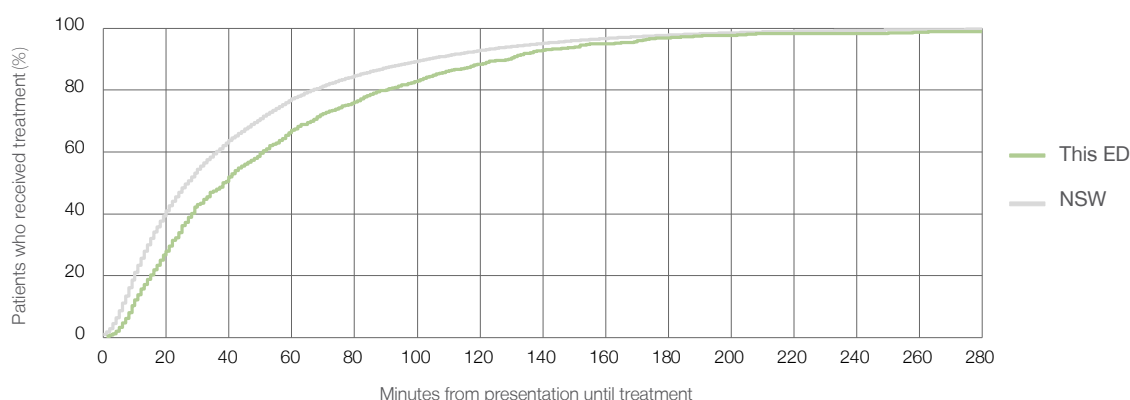
Number of triage 4 patients used to calculate waiting time:³ 1,036

Median time to start treatment⁴ 39 minutes

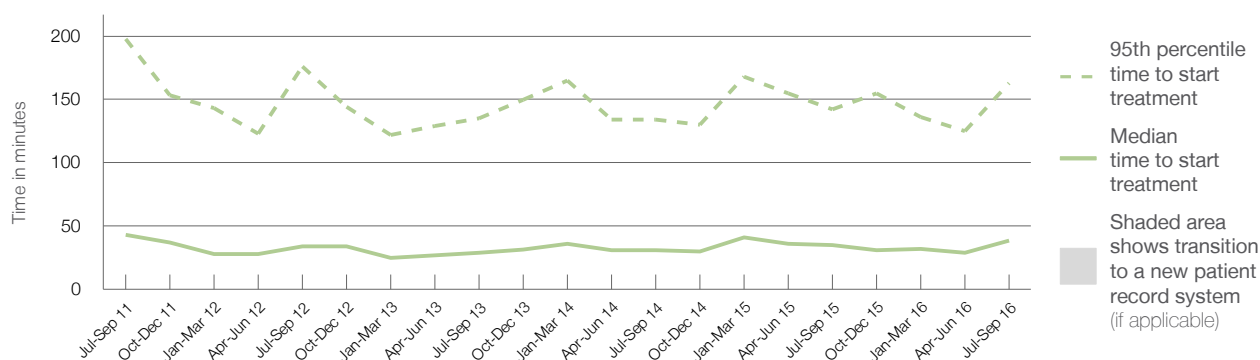
95th percentile time to start treatment⁵ 163 minutes

Same period last year	NSW (this period)
1,077	
1,004	
35 minutes	27 minutes
142 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	34	29	31	35	39
95th percentile time to start treatment ⁵ (minutes)	198	176	135	134	142	163

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 141

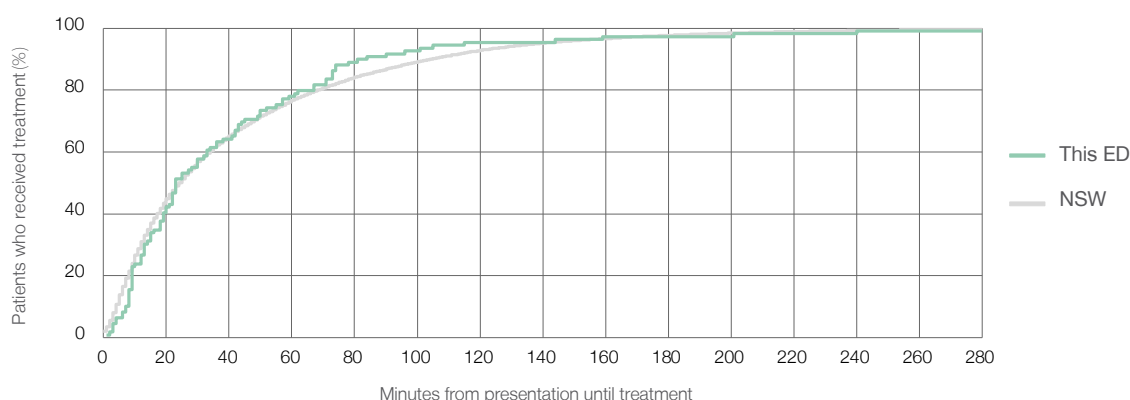
Number of triage 5 patients used to calculate waiting time:³ 109

Median time to start treatment⁴ 23 minutes

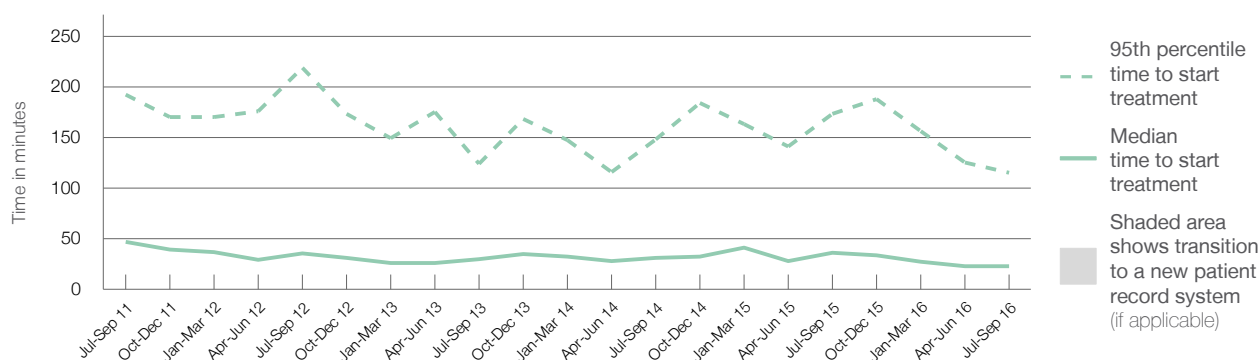
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
202	
169	
36 minutes	24 minutes
173 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	47	36	30	31	36	23
95th percentile time to start treatment ⁵ (minutes)	193	219	124	148	173	115

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,932 patients

Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

Median time spent in the ED⁸

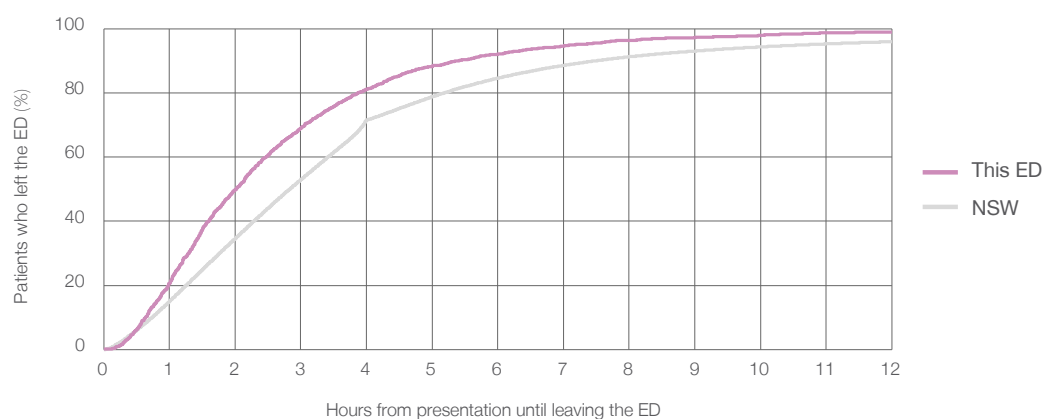
2 hours and 1 minutes

95th percentile time spent in the ED⁹

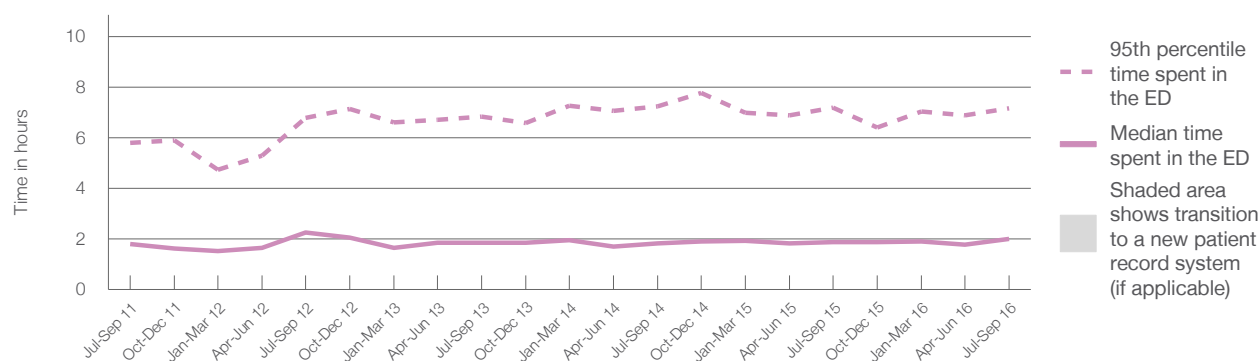
7 hours and 10 minutes

Same period last year	NSW (this period)
2,773	
2,772	
1 hours and 53 minutes	2 hours and 50 minutes
7 hours and 11 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 49m	2h 16m	1h 51m	1h 50m	1h 53m	2h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 48m	6h 48m	6h 50m	7h 15m	7h 11m	7h 10m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

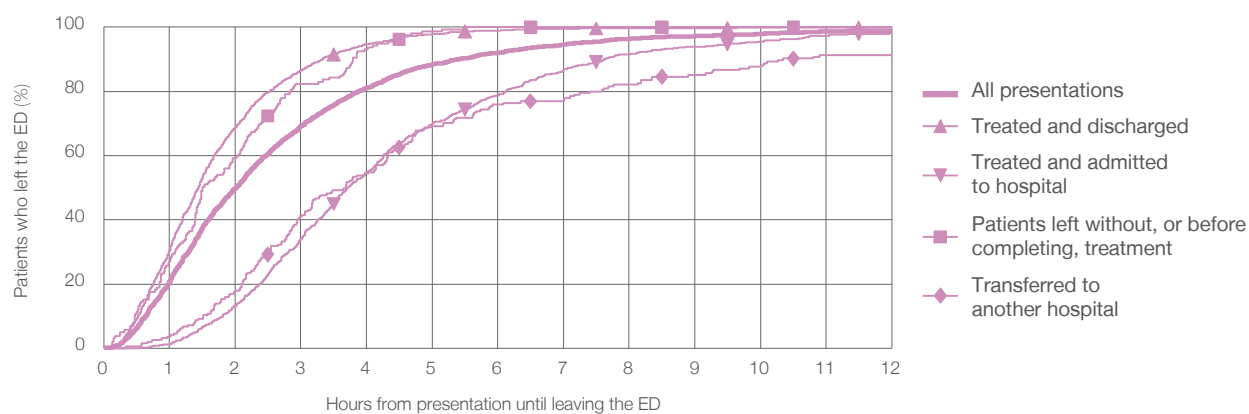
All presentations:¹ 2,932 patients

Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

Treated and discharged	1,780 (60.7%)
Treated and admitted to hospital	794 (27.1%)
Patient left without, or before completing, treatment	159 (5.4%)
Transferred to another hospital	195 (6.7%)
Other	4 (0.1%)

Same period last year	Change since one year ago
2,772	5.7%
1,778	0.1%
644	23.3%
126	26.2%
217	-10.1%
8	-50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	30.6%	68.8%	86.6%	94.7%	99.0%	99.7%	99.8%	99.9%
Treated and admitted to hospital	1.3%	13.2%	33.9%	54.7%	78.8%	91.6%	95.5%	98.2%
Patient left without, or before completing, treatment	27.0%	59.1%	82.4%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.6%	17.9%	41.0%	54.4%	75.9%	82.1%	87.7%	91.3%
All presentations	20.7%	49.9%	69.1%	81.1%	92.1%	96.3%	97.9%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,932 patients

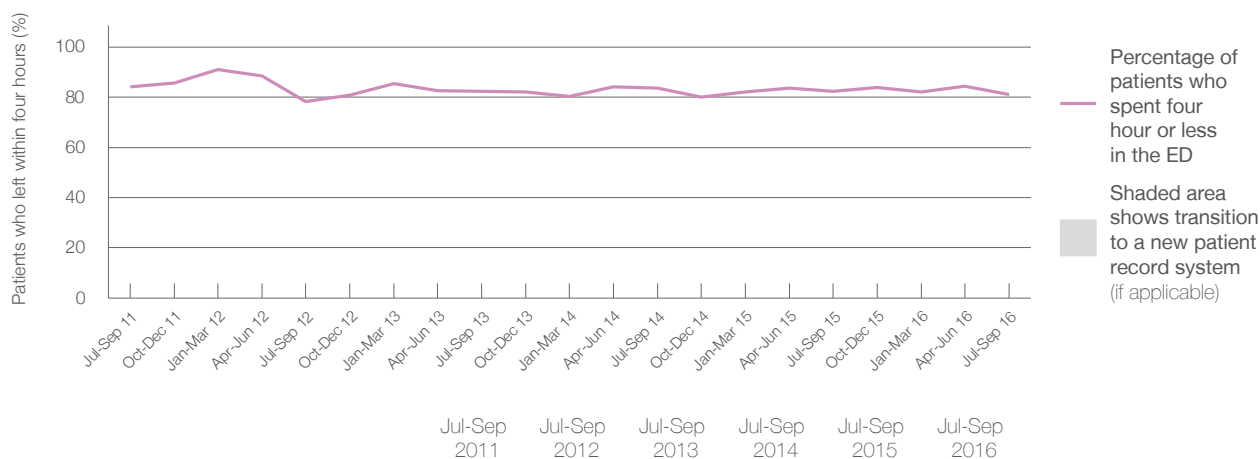
Presentations used to calculate time to leaving the ED: ⁶ 2,931 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,773	5.7%
2,772	5.7%
82.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	84.2%	78.1%	82.4%	83.5%	82.4%	81.1%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Milton and Ulladulla Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,562 patients

Emergency presentations:² 3,449 patients

Same period last year	Change since one year ago
3,510	1.5%
3,406	1.3%

Milton and Ulladulla Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 211 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 40 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,233 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,755 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
207	
7 minutes	8 minutes
43 minutes	41 minutes
952	
22 minutes	21 minutes
76 minutes	103 minutes
1,926	
30 minutes	27 minutes
108 minutes	139 minutes
315	
28 minutes	24 minutes
125 minutes	138 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,562 patients

Percentage of patients who spent four hours or less in the ED 86.0%

Same period last year	Change since one year ago
3,510	1.5%
86.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

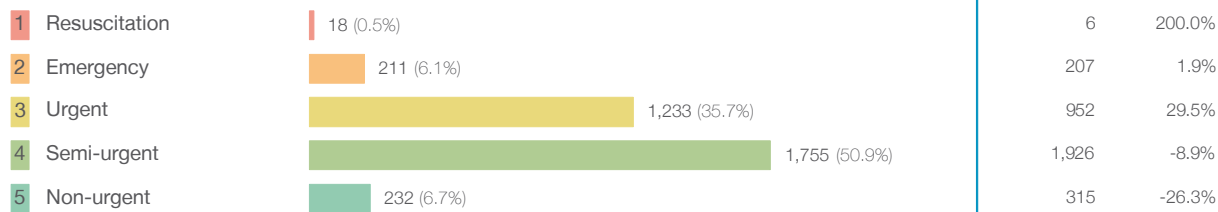
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Milton and Ulladulla Hospital: Patients presenting to the emergency department

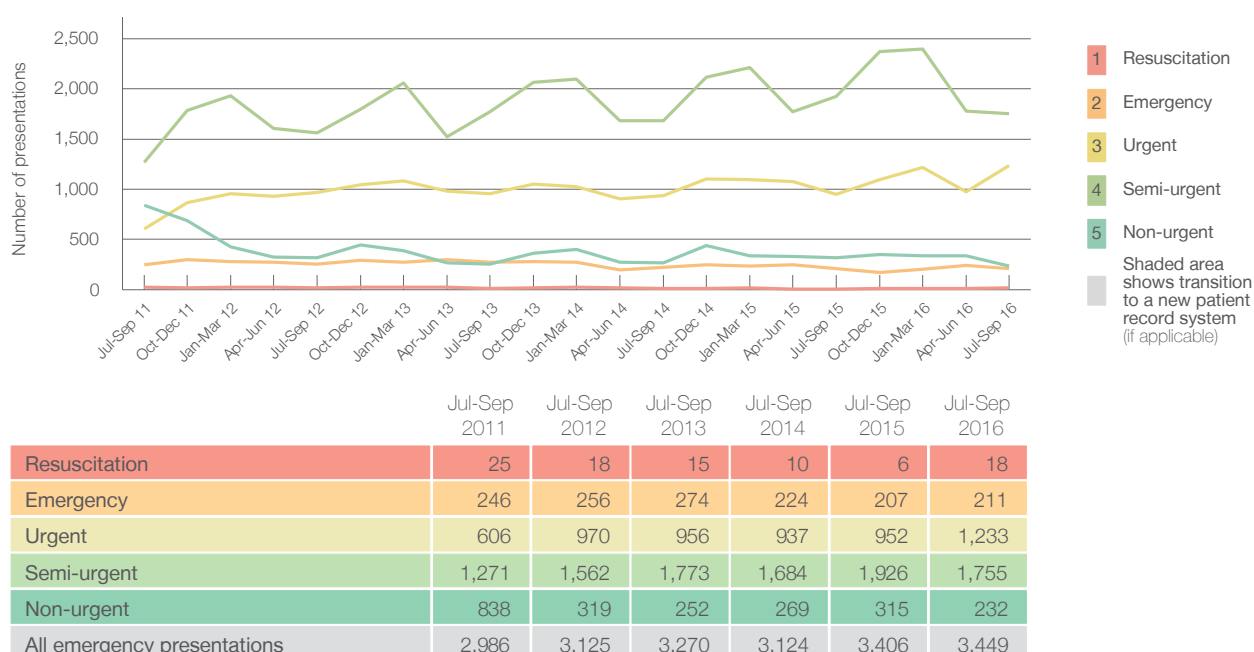
July to September 2016

All presentations:¹ 3,562 patients

Emergency presentations² by triage category: 3,449 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]

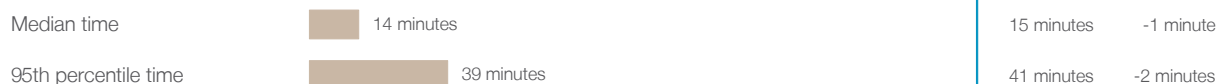


Milton and Ulladulla Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 340 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 211

Number of triage 2 patients used to calculate waiting time:³ 211

Median time to start treatment⁴

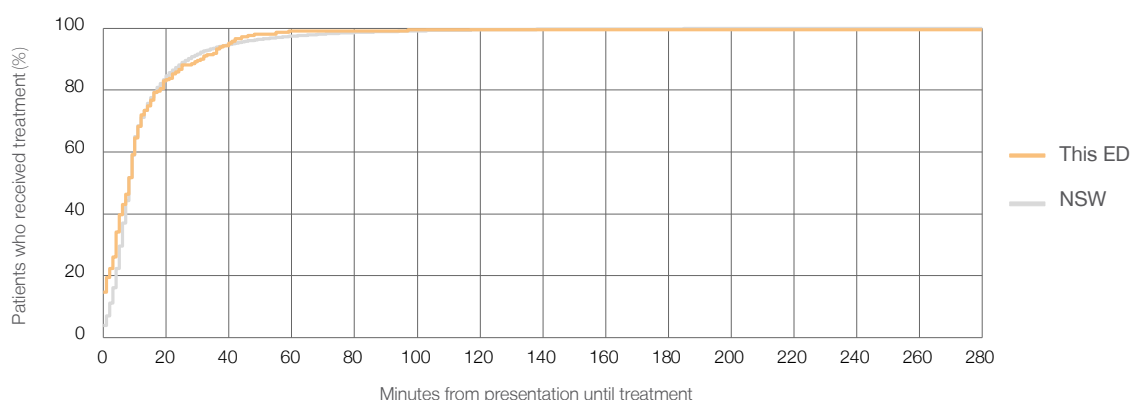
8 minutes

95th percentile time to start treatment⁵

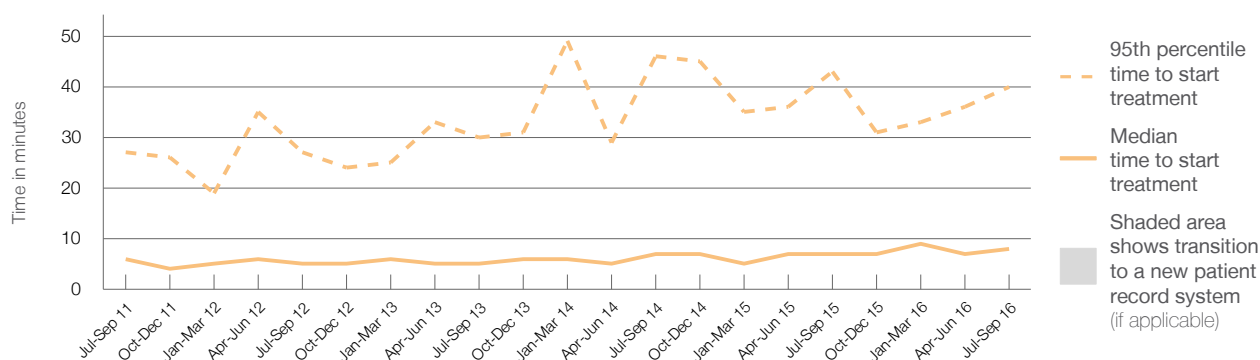
40 minutes

Same period last year	NSW (this period)
207	
207	
7 minutes	8 minutes
43 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	5	5	7	7	8
95th percentile time to start treatment ⁵ (minutes)	27	27	30	46	43	40

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,233

Number of triage 3 patients used to calculate waiting time: ³ 1,224

Median time to start treatment ⁴

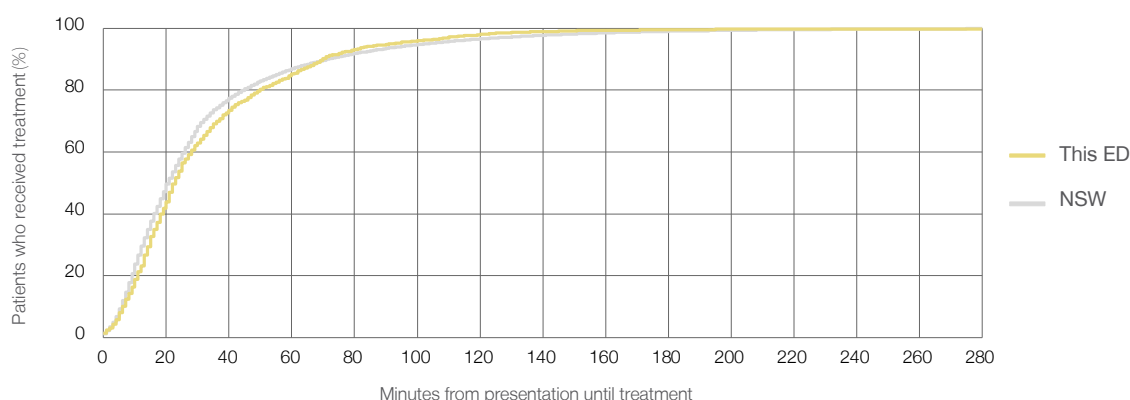
23 minutes

95th percentile time to start treatment ⁵

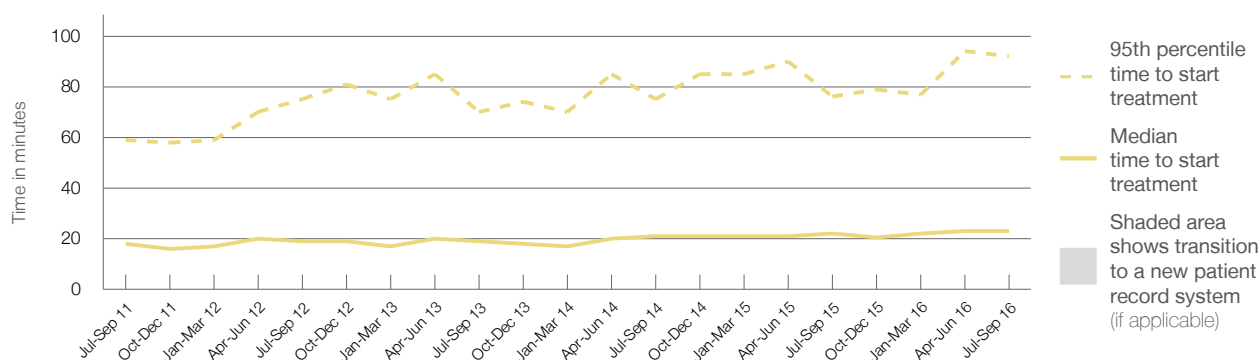
92 minutes

Same period last year	NSW (this period)
952	
945	
22 minutes	21 minutes
76 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	19	19	21	22	23
95th percentile time to start treatment ⁵ (minutes)	59	75	70	75	76	92

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,755

Number of triage 4 patients used to calculate waiting time:³ 1,711

Median time to start treatment⁴

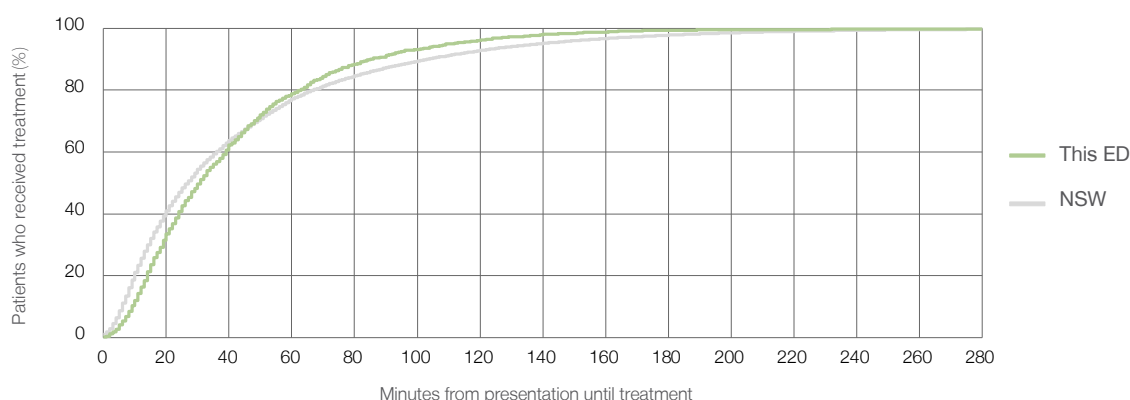
31 minutes

95th percentile time to start treatment⁵

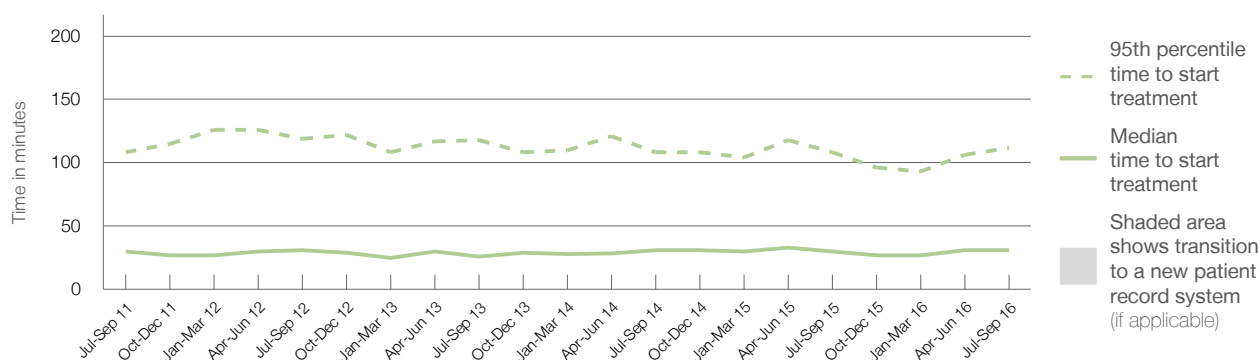
112 minutes

Same period last year	NSW (this period)
1,926	
1,879	
30 minutes	27 minutes
108 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	31	26	31	30	31
95th percentile time to start treatment ⁵ (minutes)	108	119	118	108	108	112

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 232

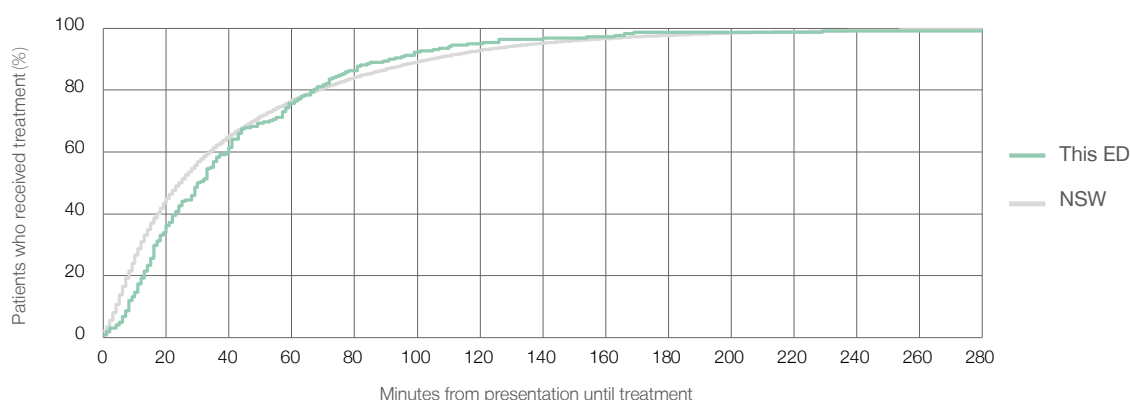
Number of triage 5 patients used to calculate waiting time:³ 218

Median time to start treatment⁴ 31 minutes

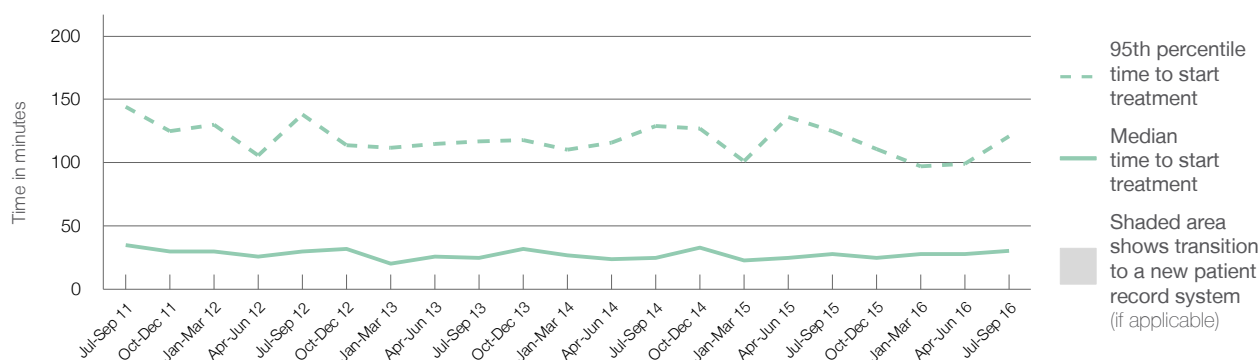
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
315	
296	
28 minutes	24 minutes
125 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	30	25	25	28	31
95th percentile time to start treatment ⁵ (minutes)	144	138	117	129	125	121

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,562 patients

Presentations used to calculate time to leaving the ED:⁶ 3,562 patients

Median time spent in the ED⁸

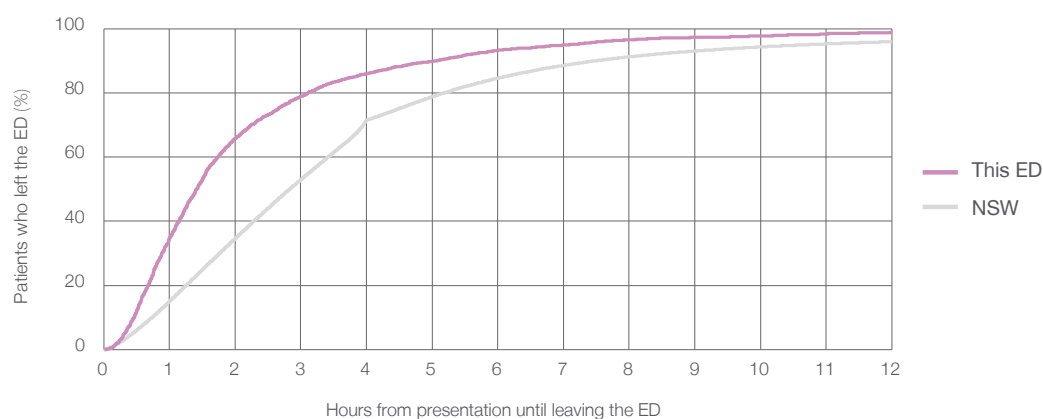
1 hours and 25 minutes

95th percentile time spent in the ED⁹

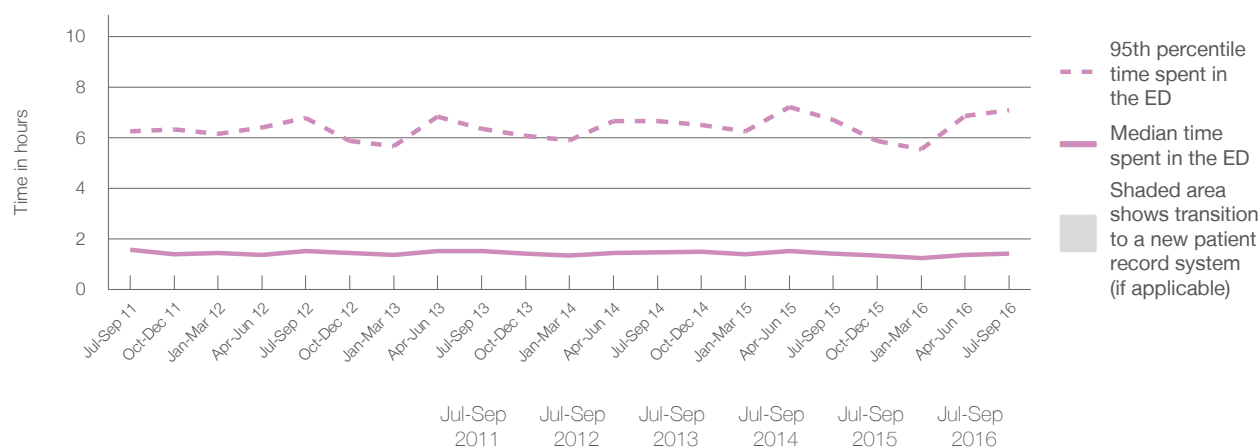
7 hours and 5 minutes

Same period last year	NSW (this period)
3,510	3,510
1 hours and 26 minutes	2 hours and 50 minutes
6 hours and 43 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 34m	1h 32m	1h 32m	1h 28m	1h 26m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 15m	6h 48m	6h 22m	6h 39m	6h 43m	7h 5m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

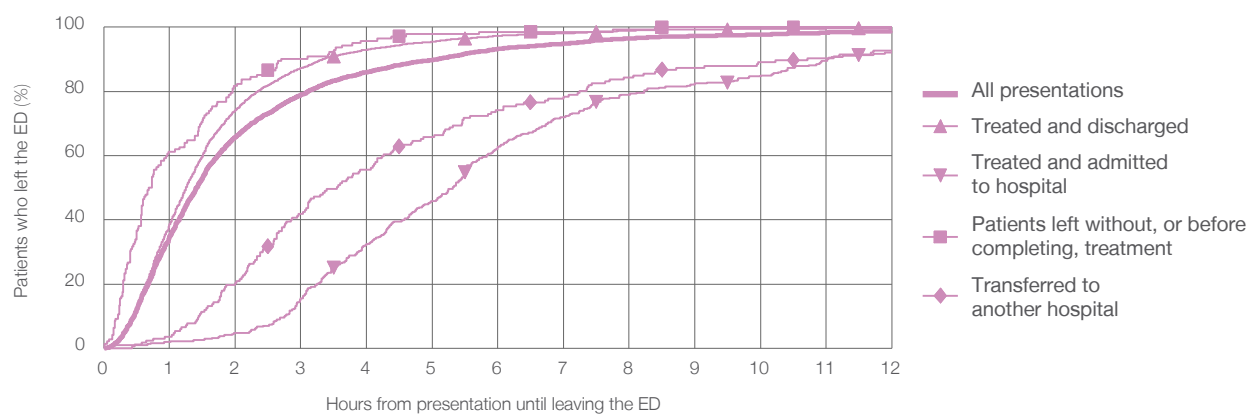
All presentations:[†] 3,562 patients

Presentations used to calculate time to leaving the ED:[‡] 3,562 patients

Treated and discharged	2,935 (82.4%)
Treated and admitted to hospital	314 (8.8%)
Patient left without, or before completing, treatment	142 (4.0%)
Transferred to another hospital	167 (4.7%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,510	1.5%
2,888	1.6%
301	4.3%
184	-22.8%
134	24.6%
3	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	38.7%	74.1%	87.3%	92.9%	97.3%	99.0%	99.5%	99.8%
Treated and admitted to hospital	1.9%	4.8%	15.6%	32.5%	62.7%	79.0%	85.0%	92.0%
Patient left without, or before completing, treatment	61.3%	81.7%	90.1%	95.8%	98.6%	99.3%	100%	100%
Transferred to another hospital	3.6%	20.4%	41.9%	55.7%	74.3%	84.4%	89.2%	92.8%
All presentations	34.8%	65.8%	78.9%	86.0%	93.3%	96.5%	97.8%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 3,562 patients

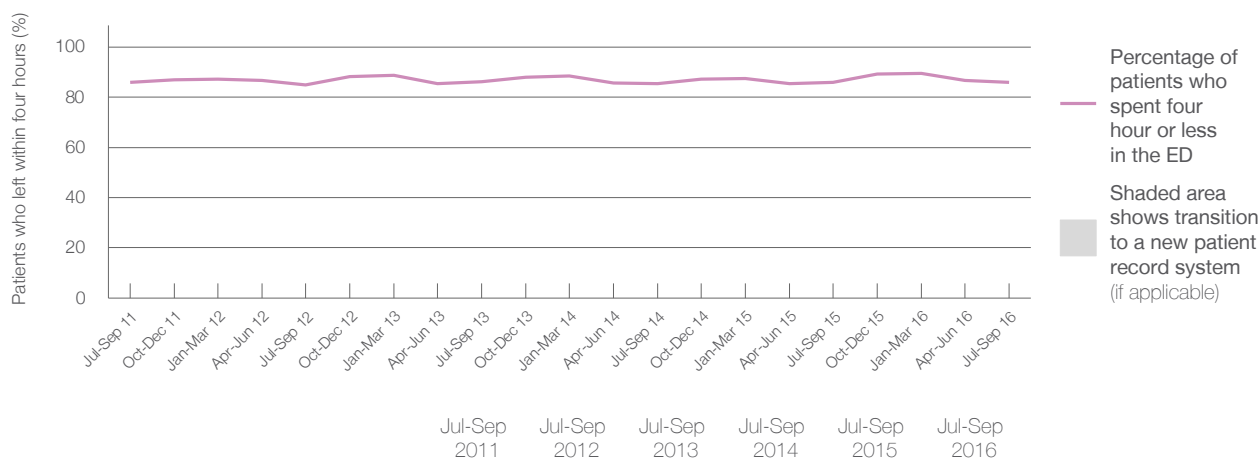
Presentations used to calculate time to leaving the ED: ⁶ 3,562 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
3,510	1.5%
3,510	1.5%
86.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	86.0%	84.8%	86.2%	85.4%	86.0%	86.0%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Moree District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,961 patients

Emergency presentations:² 1,717 patients

Same period last year	Change since one year ago
1,986	-1.3%
1,803	-4.8%

Moree District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 149 patients

Median time to start treatment⁴ 3 minutes
95th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 547 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 79 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 935 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 78 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 86 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
134	
4 minutes	8 minutes
19 minutes	41 minutes
509	
6 minutes	21 minutes
48 minutes	103 minutes
1,035	
6 minutes	27 minutes
64 minutes	139 minutes
117	
8 minutes	24 minutes
53 minutes	138 minutes

Moree District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,961 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
1,986	-1.3%
89.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

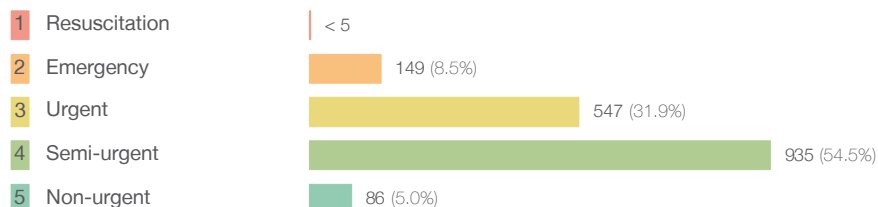
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Moree District Hospital: Patients presenting to the emergency department

July to September 2016

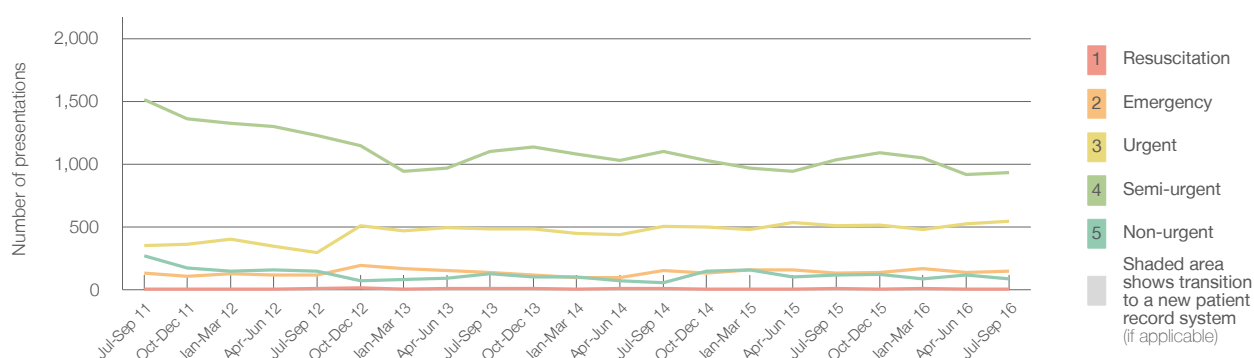
All presentations:¹ 1,961 patients

Emergency presentations² by triage category: 1,717 patients



Same period last year	Change since one year ago
1,986	-1.3%
1,803	-4.8%
8	*
134	9.0%
509	7.5%
1,035	-9.7%
117	-26.5%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	5	11	7	9	8	< 5
Emergency	130	115	135	150	134	149
Urgent	350	297	482	502	509	547
Semi-urgent	1,515	1,230	1,100	1,103	1,035	935
Non-urgent	270	148	126	54	117	86
All emergency presentations	2,270	1,801	1,850	1,818	1,803	1,717

Moree District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 242 patients

ED Transfer of care time



Same period last year	Change since one year ago
185	
5 minutes	-1 minute
34 minutes	-12 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 149

Number of triage 2 patients used to calculate waiting time:³ 143

Median time to start treatment⁴

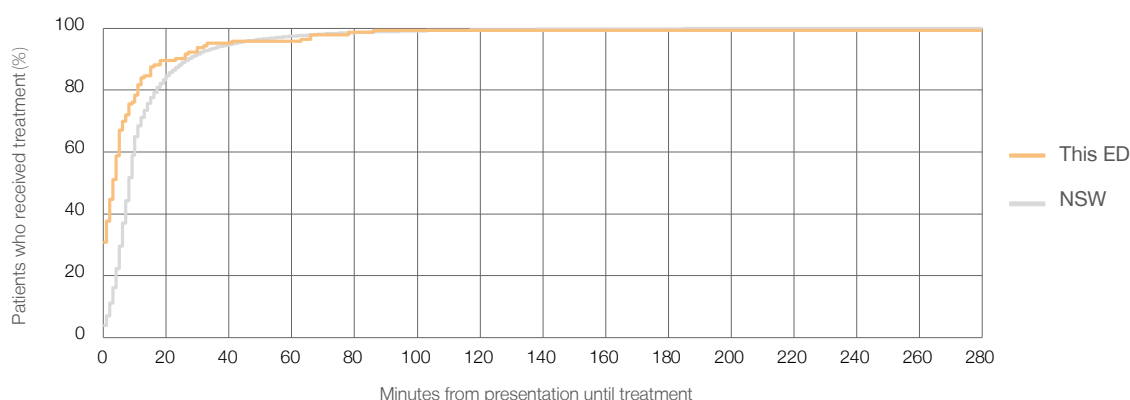
3 minutes

95th percentile time to start treatment⁵

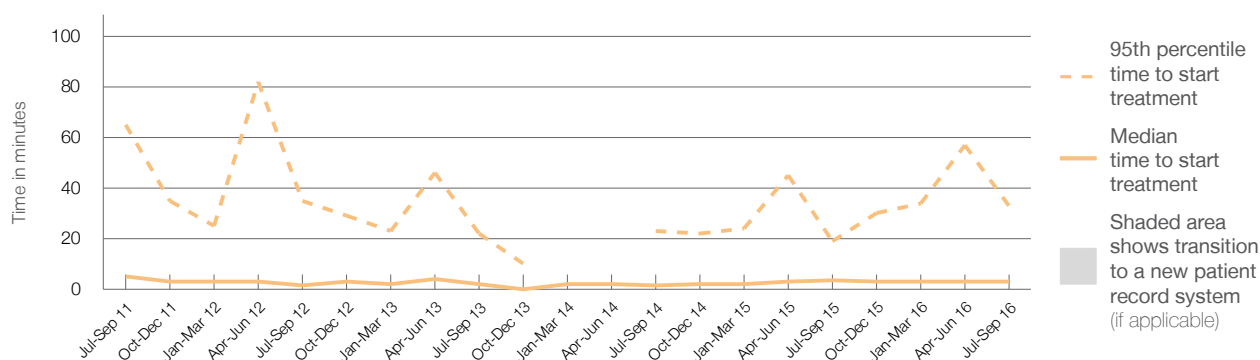
33 minutes

Same period last year	NSW (this period)
134	
132	
4 minutes	8 minutes
19 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	2	2	2	4	3
95th percentile time to start treatment ⁵ (minutes)	65	35	22	23	19	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 547

Number of triage 3 patients used to calculate waiting time:³ 536

Median time to start treatment⁴

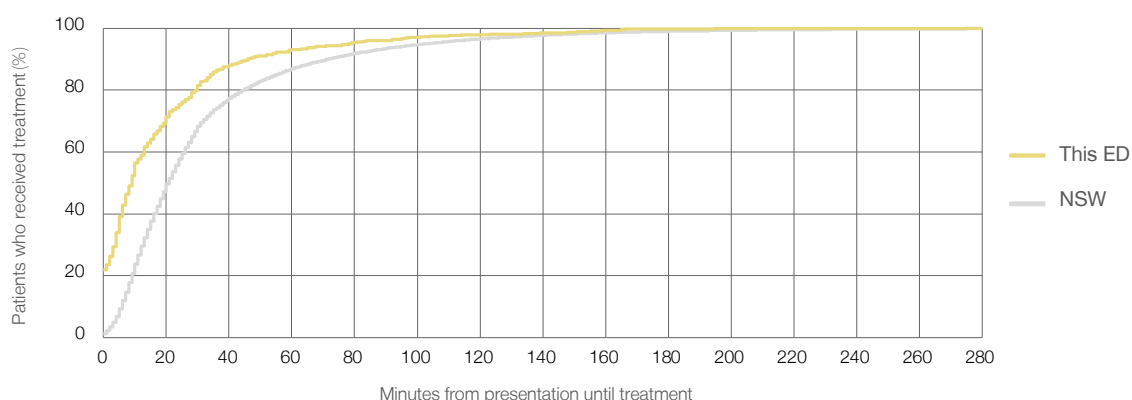
9 minutes

95th percentile time to start treatment⁵

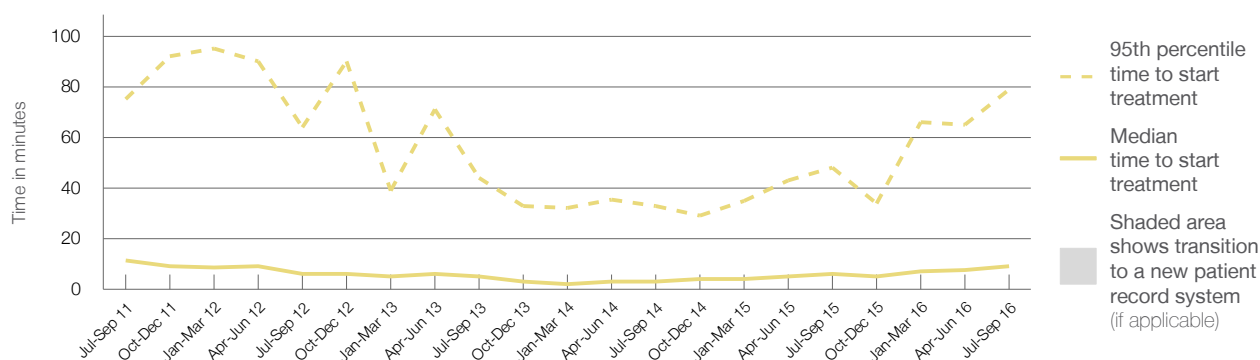
79 minutes

Same period last year	NSW (this period)
509	
486	
6 minutes	21 minutes
48 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	12	6	5	3	6	9
95th percentile time to start treatment ⁵ (minutes)	75	64	44	33	48	79

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 935

Number of triage 4 patients used to calculate waiting time:³ 859

Median time to start treatment⁴

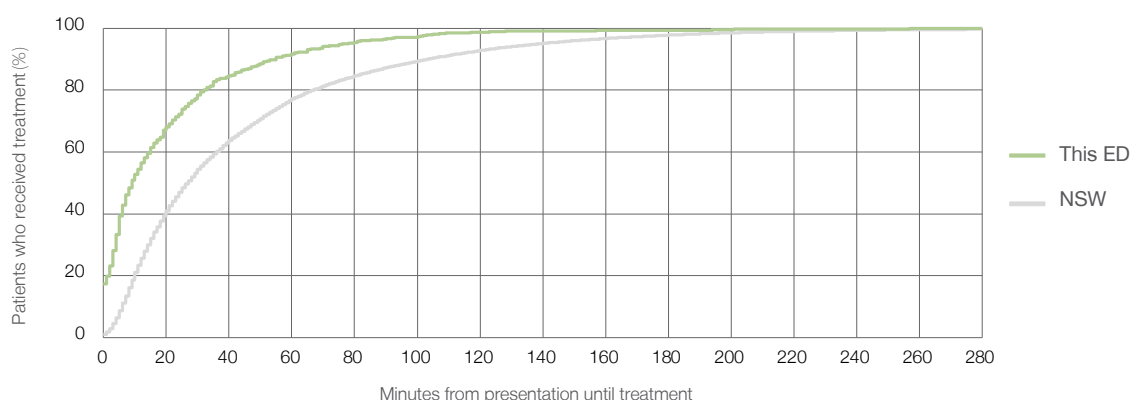
9 minutes

95th percentile time to start treatment⁵

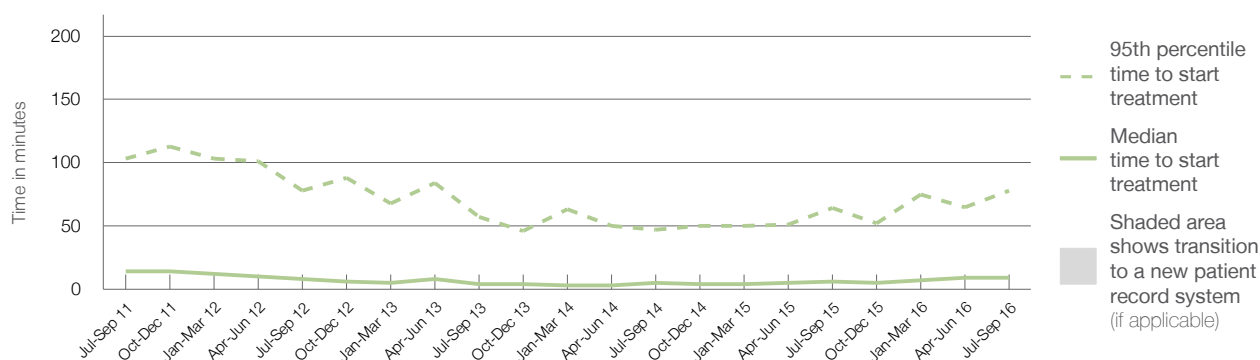
78 minutes

Same period last year	NSW (this period)
1,035	
927	
6 minutes	27 minutes
64 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	8	4	5	6	9
95th percentile time to start treatment ⁵ (minutes)	103	78	57	47	64	78

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 86

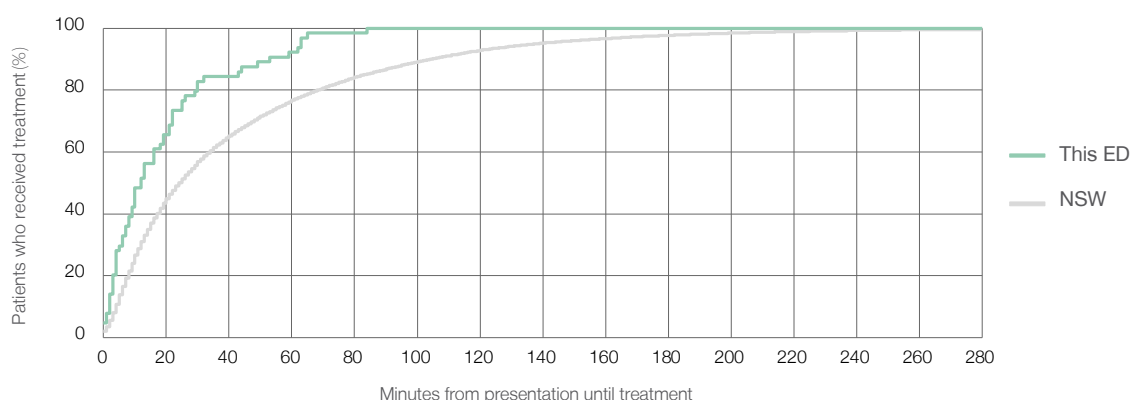
Number of triage 5 patients used to calculate waiting time:³ 64

Median time to start treatment⁴ 12 minutes

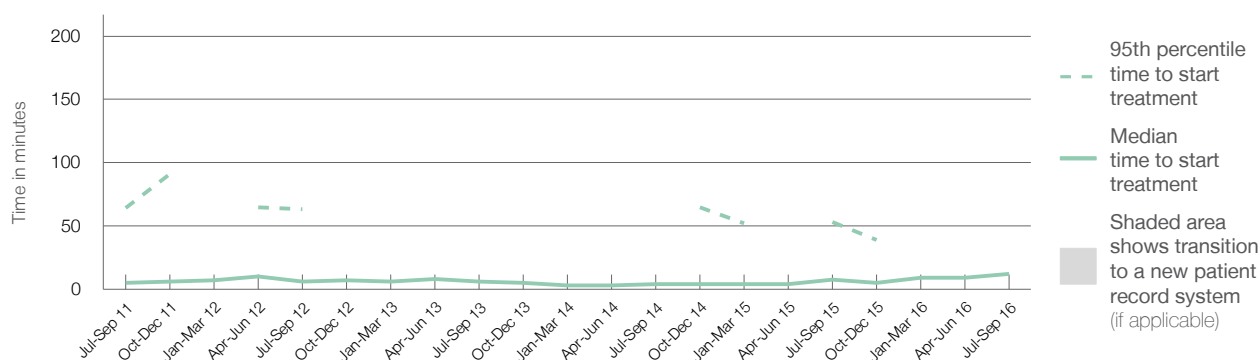
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
117	
102	
8 minutes	24 minutes
53 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	5	6	6	4	8	12
95th percentile time to start treatment ⁵ (minutes)	64	63	65	*	53	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,961 patients

Presentations used to calculate time to leaving the ED:⁶ 1,961 patients

Median time spent in the ED⁸

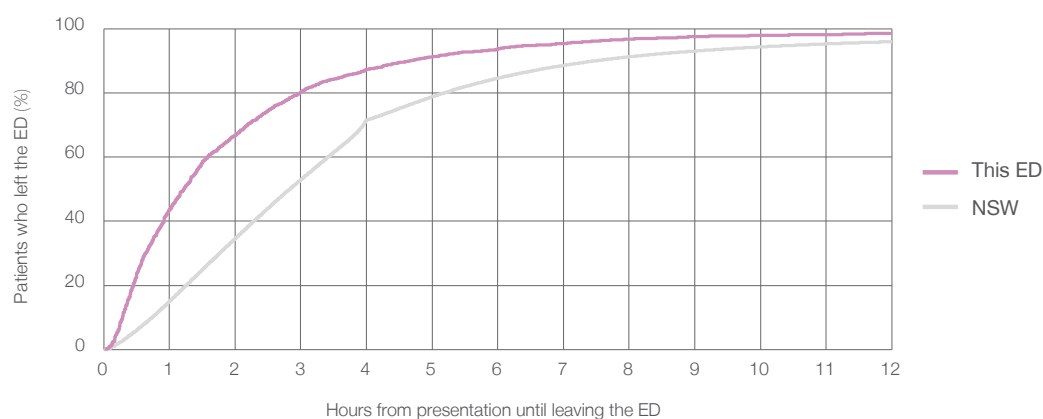
1 hours and 14 minutes

95th percentile time spent in the ED⁹

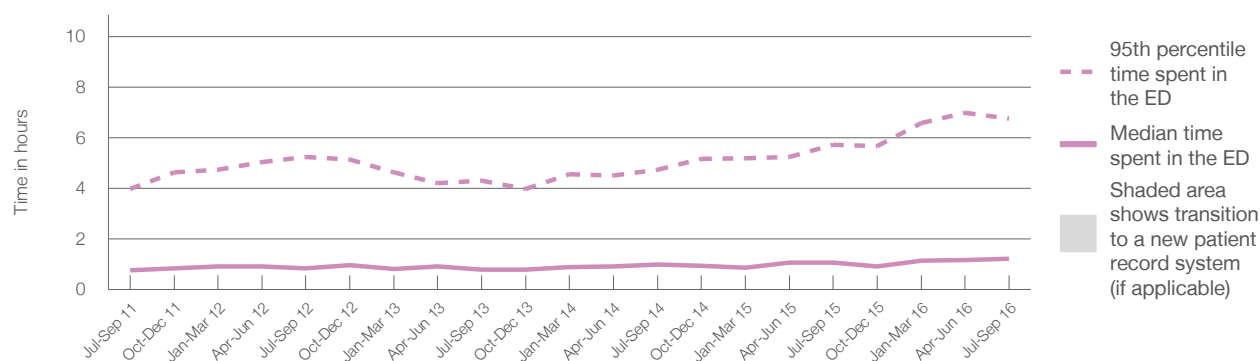
6 hours and 45 minutes

Same period last year	NSW (this period)
1,986	
1,986	
1 hours and 5 minutes	2 hours and 50 minutes
5 hours and 43 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	0h 46m	0h 51m	0h 48m	1h 0m	1h 5m	1h 14m
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 59m	5h 15m	4h 19m	4h 44m	5h 43m	6h 45m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients spent in the ED

By mode of separation

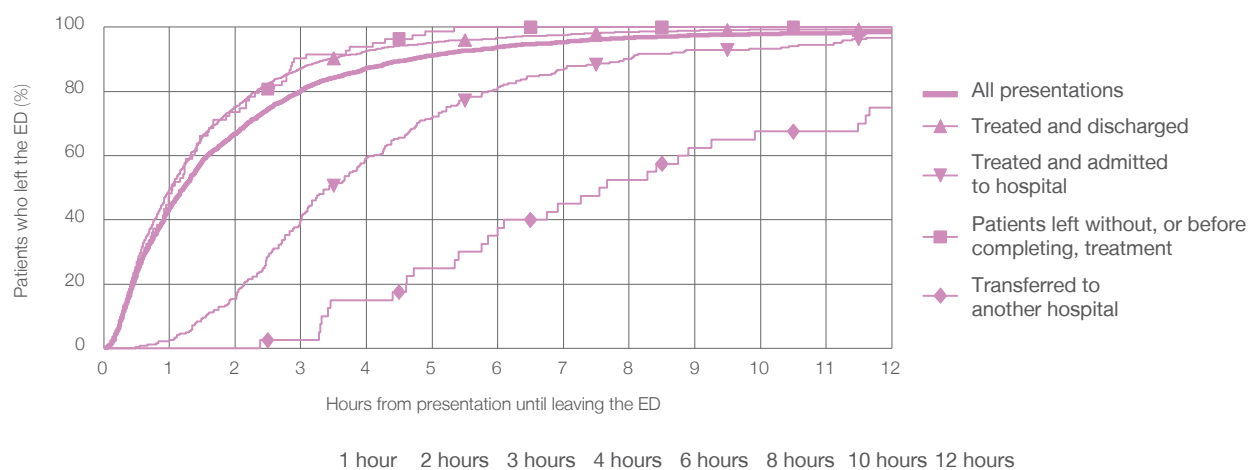
July to September 2016

All presentations:[†] 1,961 patients

Presentations used to calculate time to leaving the ED:[‡] 1,961 patients

		Same period last year	Change since one year ago
Treated and discharged	1,535 (78.3%)	1,508	1.8%
Treated and admitted to hospital	241 (12.3%)	269	-10.4%
Patient left without, or before completing, treatment	83 (4.2%)	82	1.2%
Transferred to another hospital	40 (2.0%)	27	48.1%
Other	62 (3.2%)	100	-38.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	49.5%	75.2%	87.2%	92.7%	96.7%	98.5%	99.2%	99.3%
Treated and admitted to hospital	2.5%	15.4%	39.8%	59.3%	81.3%	90.0%	93.4%	96.7%
Patient left without, or before completing, treatment	48.2%	73.5%	90.4%	94.0%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	2.5%	15.0%	37.5%	52.5%	67.5%	75.0%
All presentations	43.7%	66.9%	80.2%	87.3%	93.8%	96.6%	97.9%	98.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,961 patients

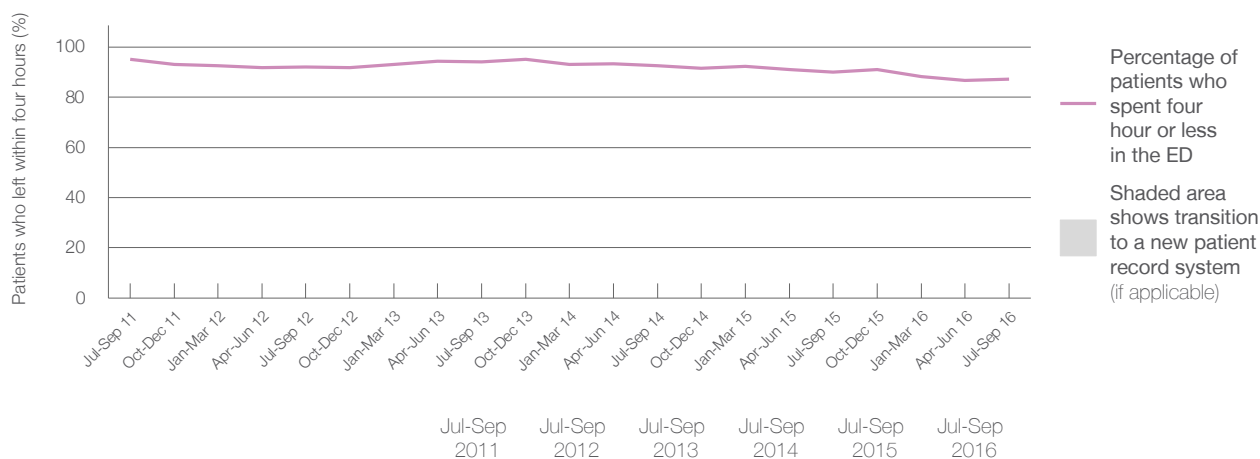
Presentations used to calculate time to leaving the ED: ⁶ 1,961 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,986	-1.3%
1,986	-1.3%
89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	95.0%	92.1%	94.1%	92.5%	89.9%	87.3%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Moruya District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,441 patients

Emergency presentations:² 2,303 patients

Same period last year	Change since one year ago
2,230	9.5%
2,118	8.7%

Moruya District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 307 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 774 patients

Median time to start treatment⁴ 17 minutes
95th percentile time to start treatment⁵ 76 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 880 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 321 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
251	
7 minutes	8 minutes
38 minutes	41 minutes
669	
20 minutes	21 minutes
119 minutes	103 minutes
832	
27 minutes	27 minutes
154 minutes	139 minutes
352	
28 minutes	24 minutes
143 minutes	138 minutes

Moruya District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,441 patients

Percentage of patients who spent four hours or less in the ED 73.4%

Same period last year	Change since one year ago
2,230	9.5%
72.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

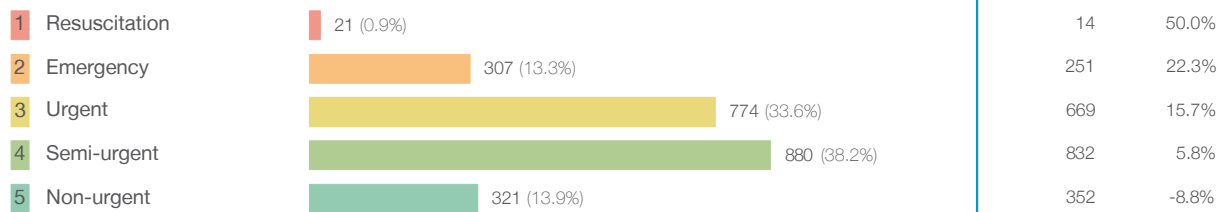
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Moruya District Hospital: Patients presenting to the emergency department

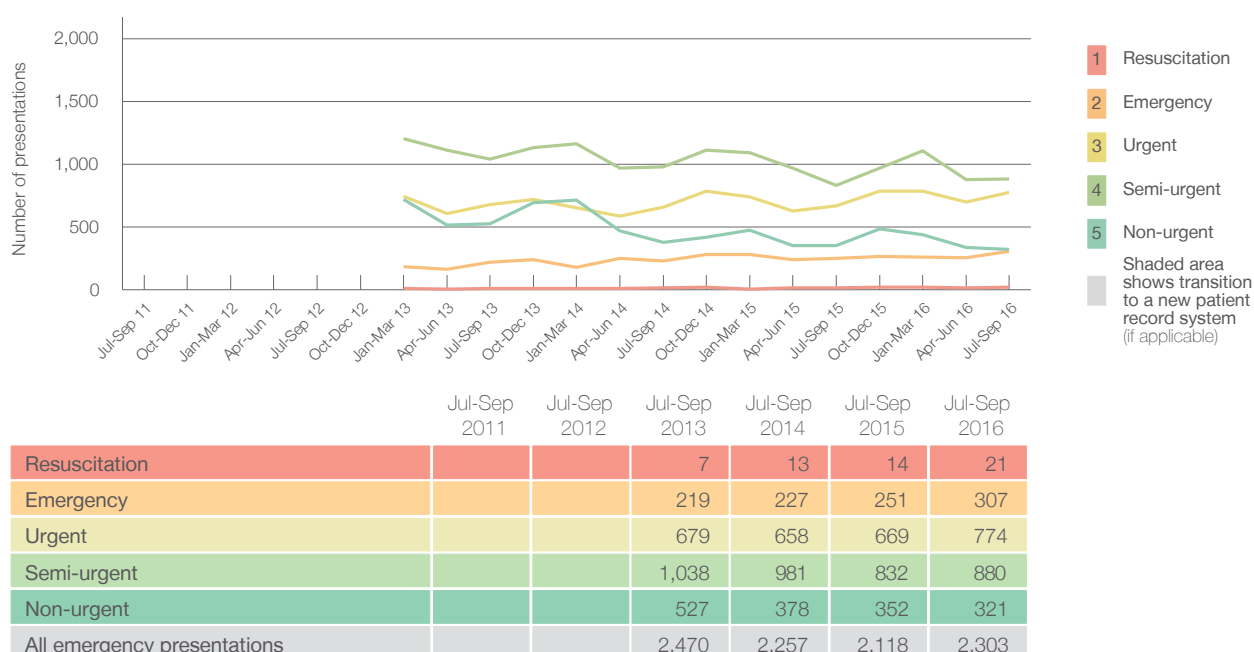
July to September 2016

All presentations:¹ 2,441 patients

Emergency presentations² by triage category: 2,303 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Moruya District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 558 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 307

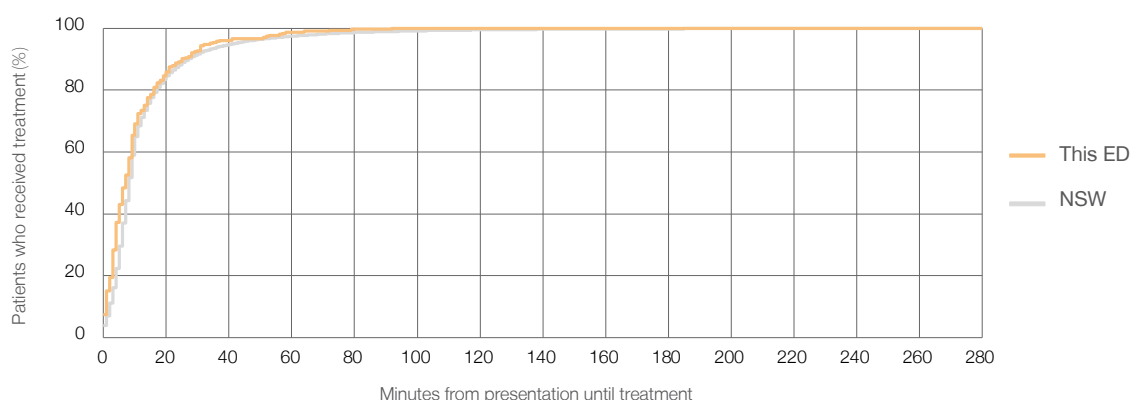
Number of triage 2 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 7 minutes

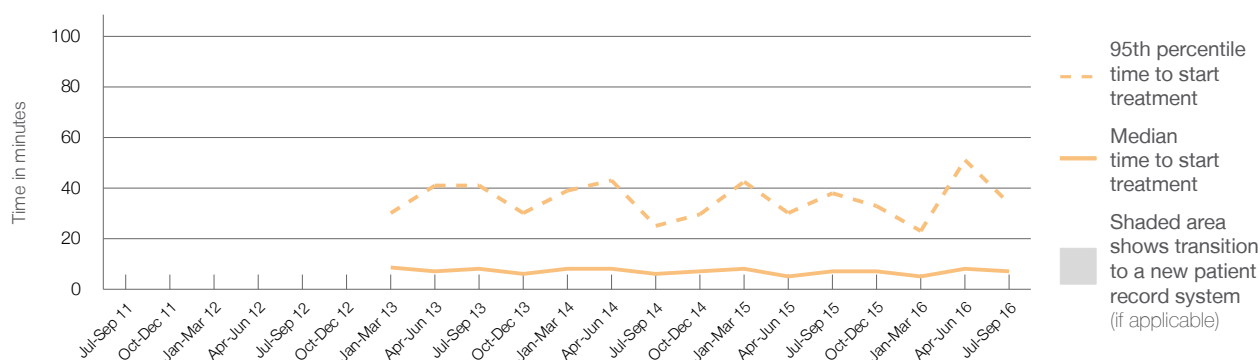
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
251	
245	
7 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			8	6	7	7
95th percentile time to start treatment ⁵ (minutes)			41	25	38	34

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 774

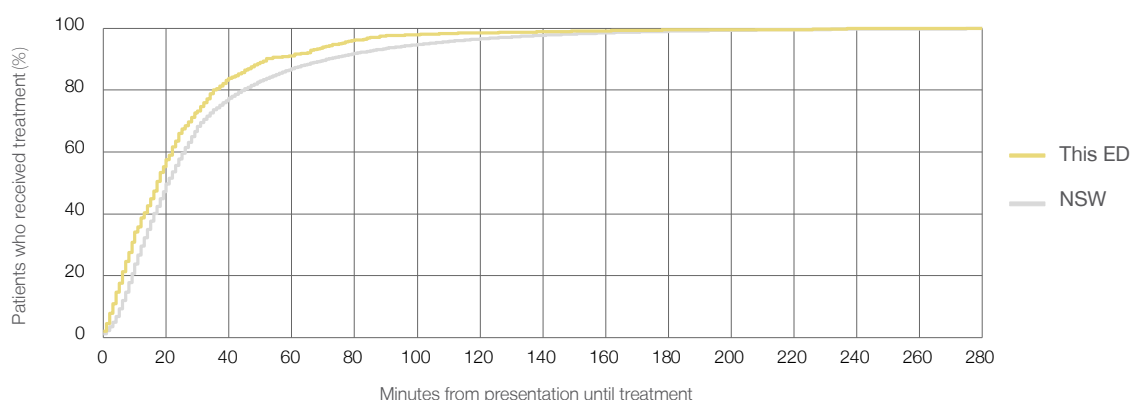
Number of triage 3 patients used to calculate waiting time:³ 750

Median time to start treatment⁴ 17 minutes

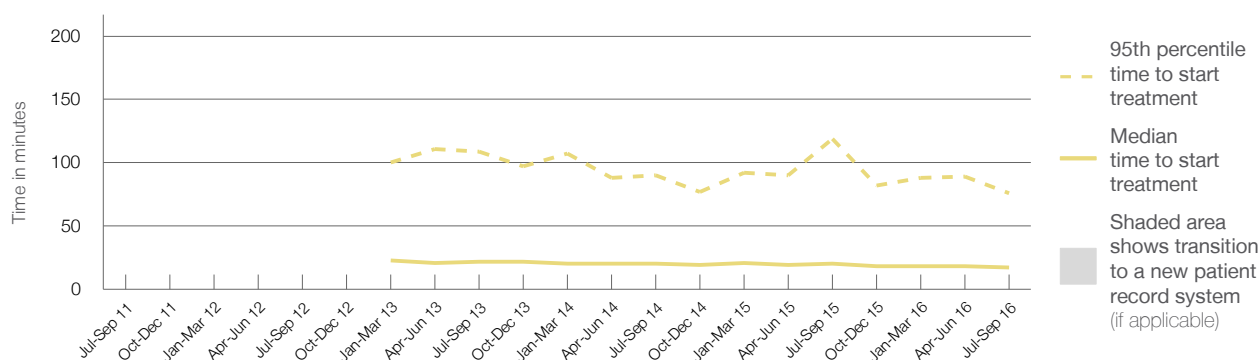
95th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
669	
655	
20 minutes	21 minutes
119 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			22	20	20	17
95th percentile time to start treatment ⁵ (minutes)			109	90	119	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Moruya District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 880

Number of triage 4 patients used to calculate waiting time:³ 804

Median time to start treatment⁴

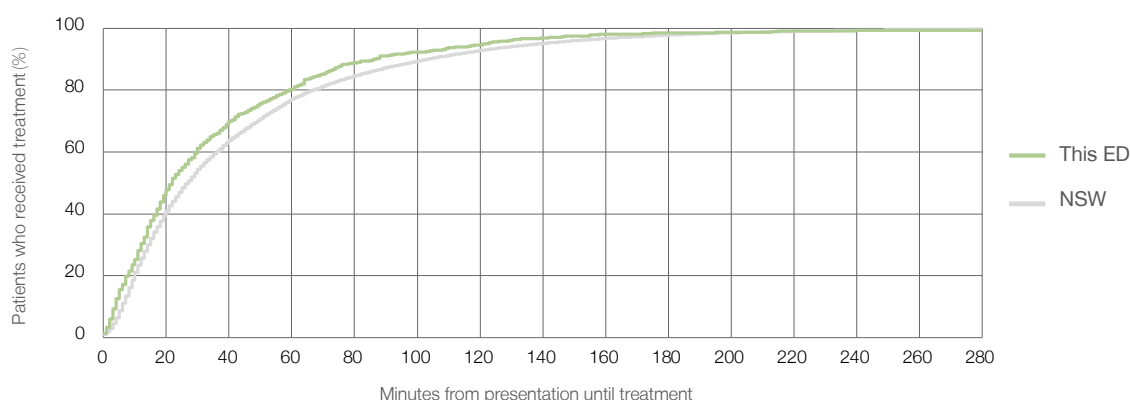
22 minutes

95th percentile time to start treatment⁵

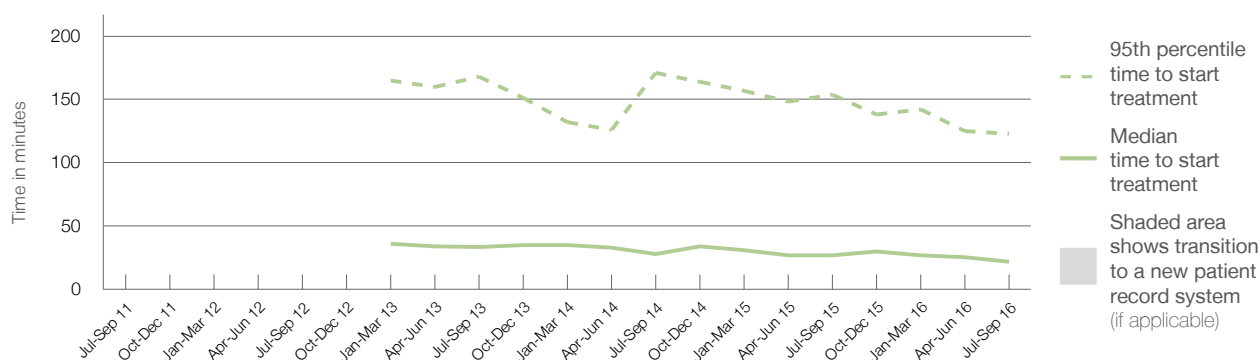
123 minutes

Same period last year	NSW (this period)
832	
751	
27 minutes	27 minutes
154 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	28	27	22
95th percentile time to start treatment ⁵ (minutes)			168	171	154	123

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 321

Number of triage 5 patients used to calculate waiting time:³ 257

Median time to start treatment⁴

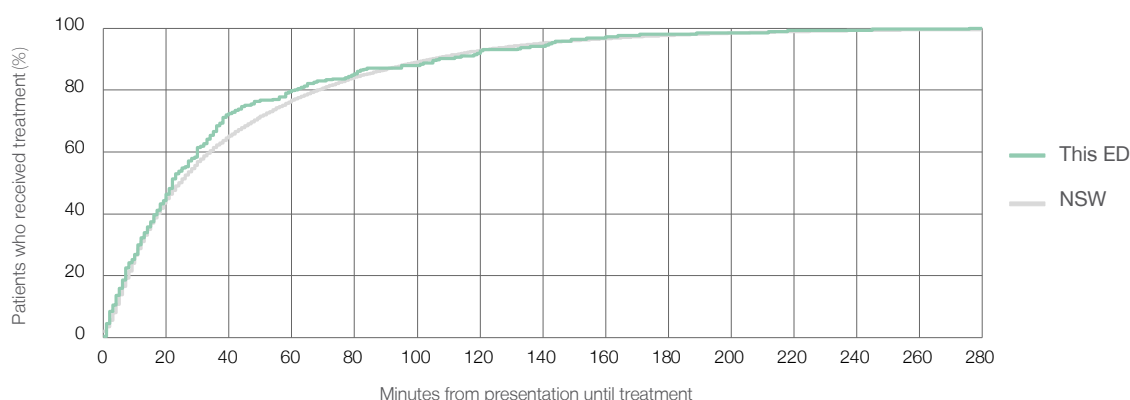
22 minutes

95th percentile time to start treatment⁵

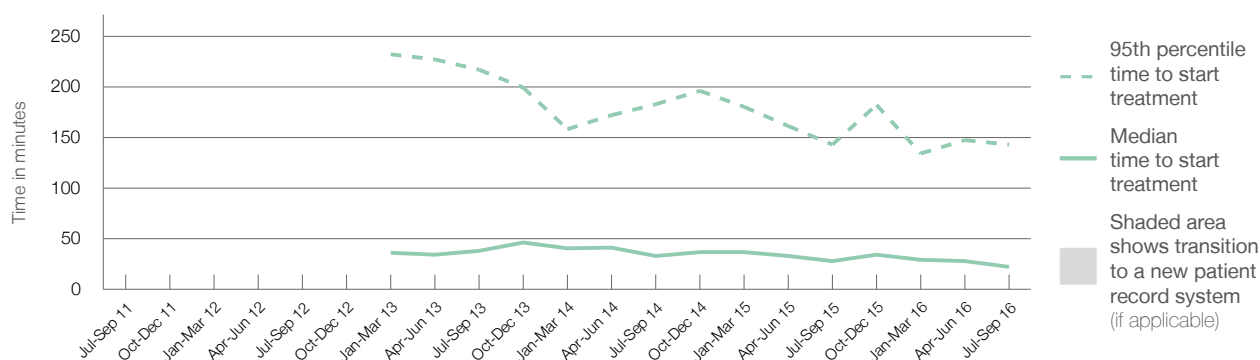
143 minutes

Same period last year	NSW (this period)
352	
267	
28 minutes	24 minutes
143 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			38	33	28	22
95th percentile time to start treatment ⁵ (minutes)			217	183	143	143

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,441 patients

Presentations used to calculate time to leaving the ED:⁶ 2,441 patients

Median time spent in the ED⁸

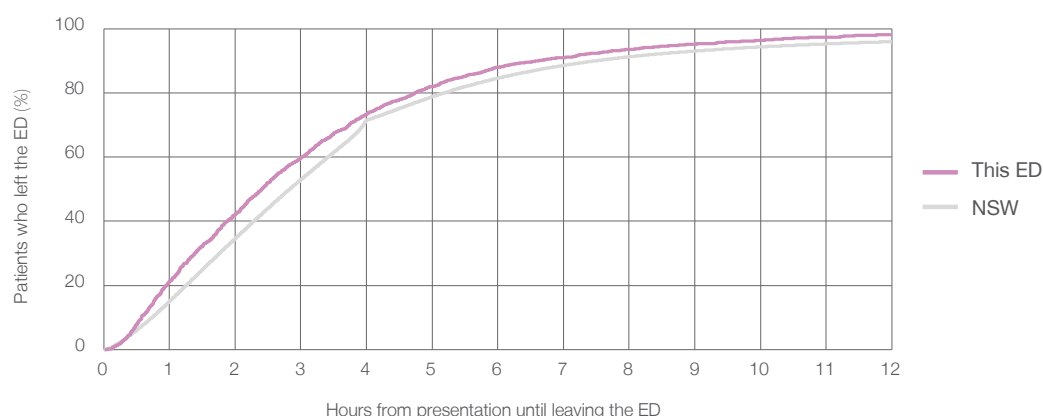
2 hours and 24 minutes

95th percentile time spent in the ED⁹

8 hours and 51 minutes

Same period last year	NSW (this period)
2,230	
2,230	
2 hours and 27 minutes	2 hours and 50 minutes
9 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)			2h 34m	2h 32m	2h 27m	2h 24m
95th percentile time to leaving the ED ⁹ (hours, minutes)			9h 40m	8h 30m	9h 9m	8h 51m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

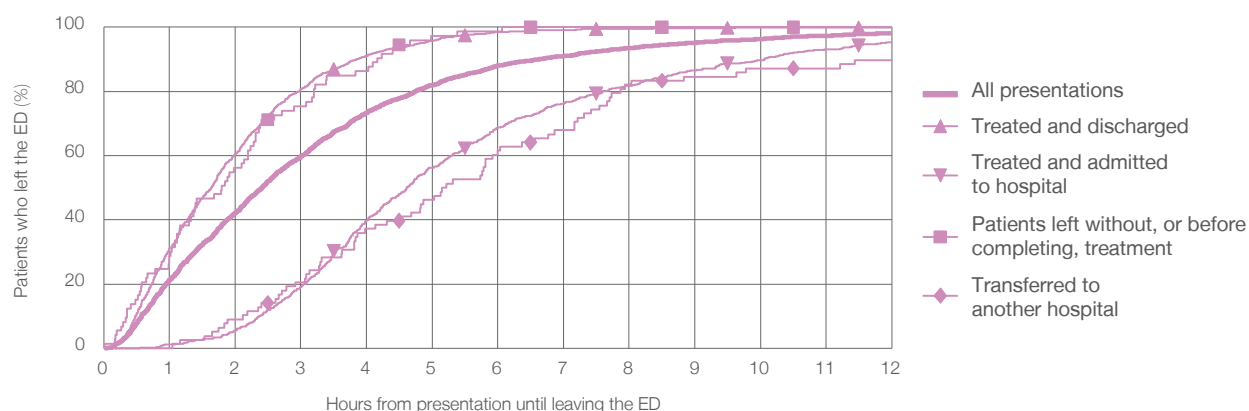
All presentations:¹ 2,441 patients

Presentations used to calculate time to leaving the ED:⁶ 2,441 patients

Treated and discharged	1,481 (60.7%)
Treated and admitted to hospital	759 (31.1%)
Patient left without, or before completing, treatment	73 (3.0%)
Transferred to another hospital	78 (3.2%)
Other	50 (2.0%)

Same period last year	Change since one year ago
2,230	9.5%
1,370	8.1%
667	13.8%
104	-29.8%
88	-11.4%
1	4900.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.0%	60.6%	80.8%	91.1%	98.4%	99.6%	99.9%	99.9%
Treated and admitted to hospital	1.2%	5.5%	19.1%	39.8%	68.8%	81.7%	89.7%	95.3%
Patient left without, or before completing, treatment	28.8%	56.2%	75.3%	86.3%	98.6%	100%	100%	100%
Transferred to another hospital	0%	9.0%	20.5%	37.2%	61.5%	82.1%	87.2%	89.7%
All presentations	21.3%	42.2%	59.8%	73.4%	88.0%	93.5%	96.3%	98.2%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,441 patients

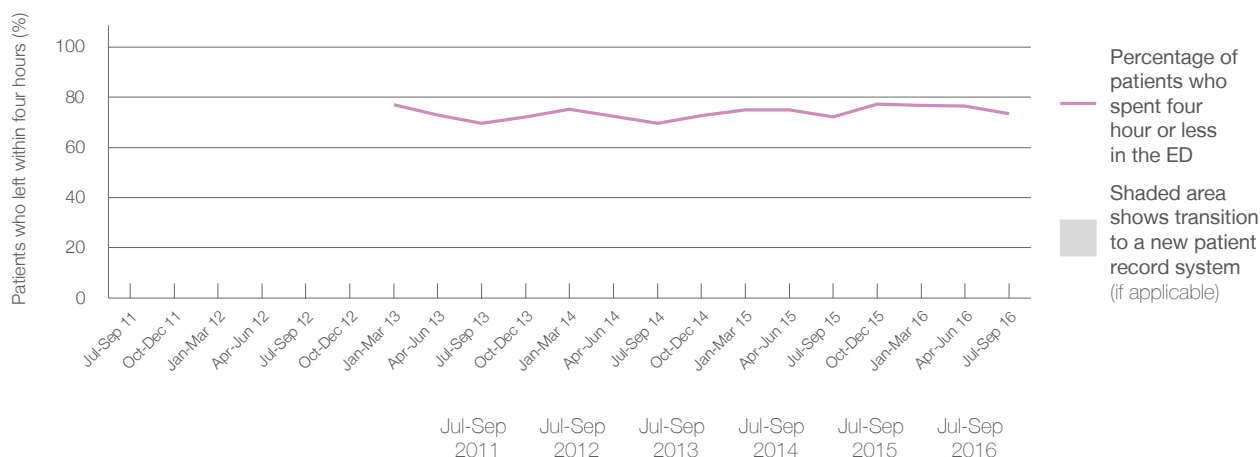
Presentations used to calculate time to leaving the ED: ⁶ 2,441 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,230	9.5%
2,230	9.5%
72.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)						
			69.7%	69.5%	72.2%	73.4%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Mudgee District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,730 patients

Emergency presentations:² 2,547 patients

Same period last year	Change since one year ago
3,405	-19.8%
3,164	-19.5%

Mudgee District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 234 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 593 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,261 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 131 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 451 patients

Median time to start treatment⁴ 35 minutes
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
240	
10 minutes	8 minutes
43 minutes	41 minutes
612	
26 minutes	21 minutes
107 minutes	103 minutes
1,502	
42 minutes	27 minutes
162 minutes	139 minutes
802	
48 minutes	24 minutes
182 minutes	138 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,730 patients

Percentage of patients who spent four hours or less in the ED 86.7%

Same period last year	Change since one year ago
3,405	-19.8%
89.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

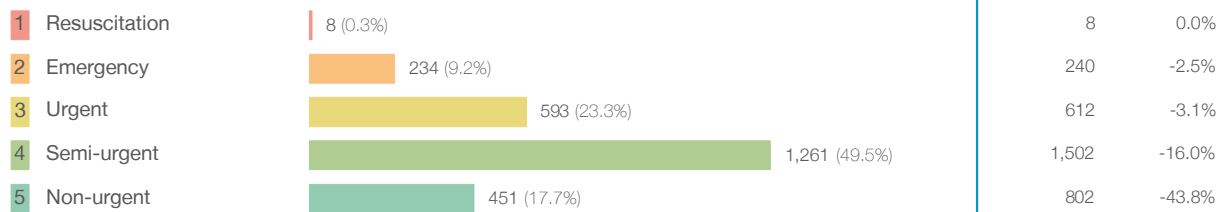
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Mudgee District Hospital: Patients presenting to the emergency department

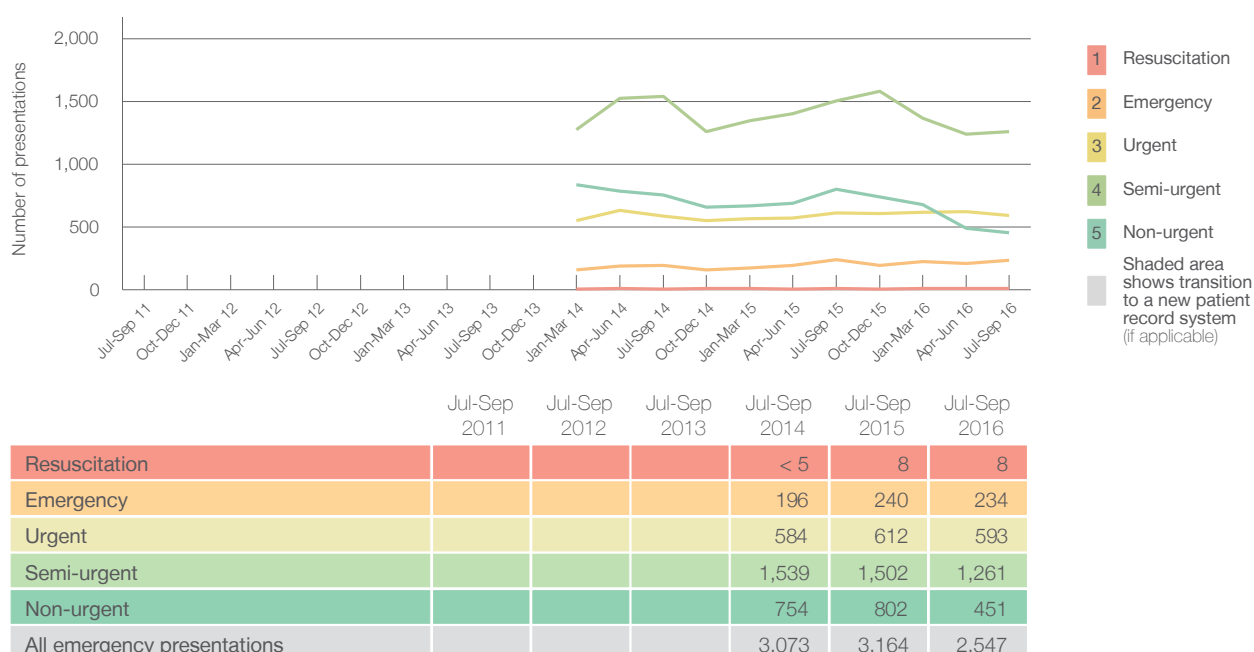
July to September 2016

All presentations:¹ 2,730 patients

Emergency presentations² by triage category: 2,547 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Mudgee District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 240 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 234

Number of triage 2 patients used to calculate waiting time:³ 234

Median time to start treatment⁴

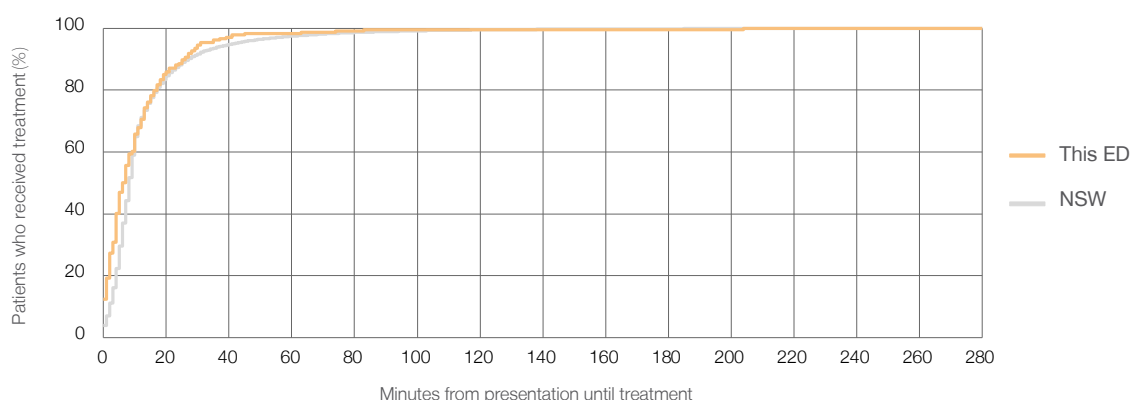
7 minutes

95th percentile time to start treatment⁵

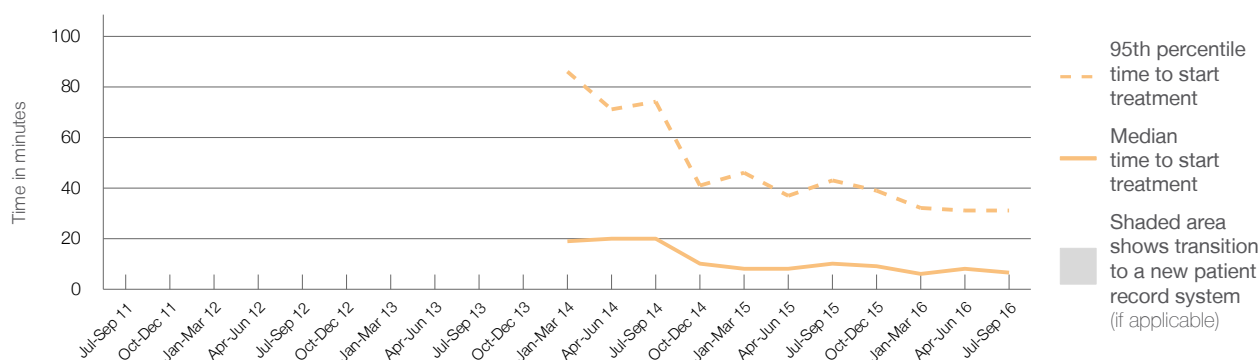
31 minutes

Same period last year	NSW (this period)
240	
238	
10 minutes	8 minutes
43 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				20	10	7
95th percentile time to start treatment ⁵ (minutes)				74	43	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 593

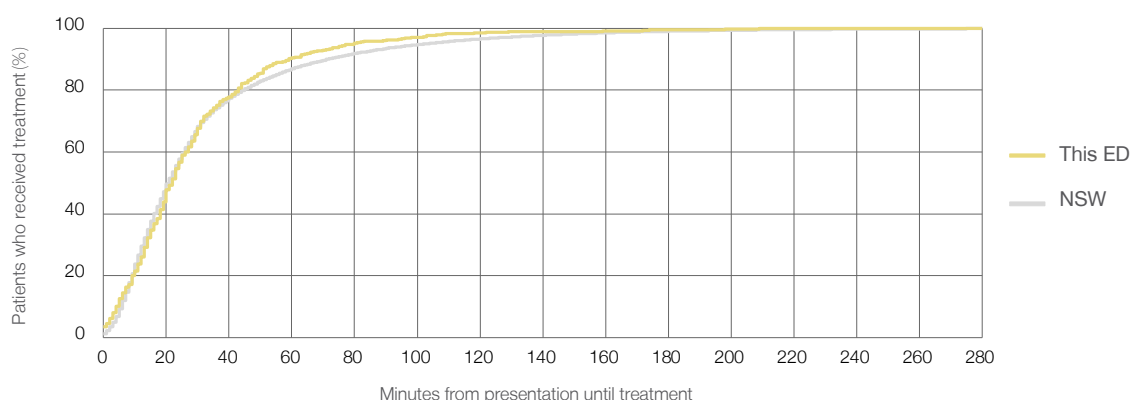
Number of triage 3 patients used to calculate waiting time:³ 581

Median time to start treatment⁴ 22 minutes

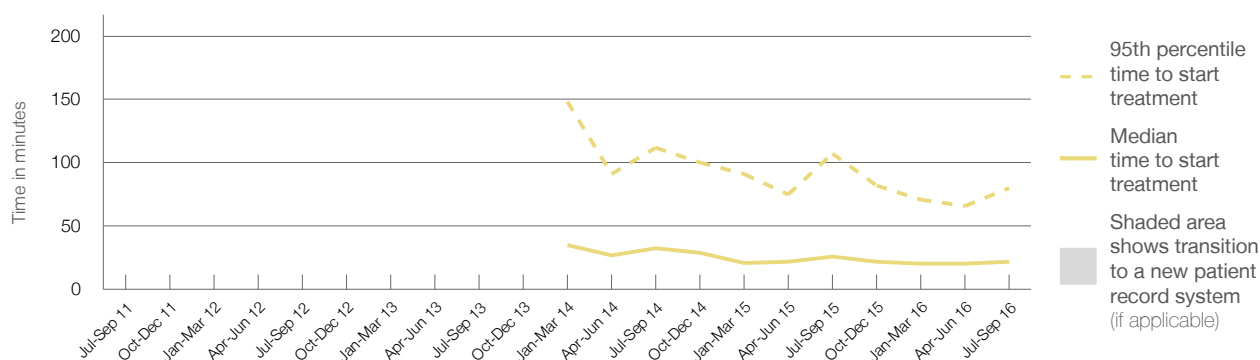
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
612	
578	
26 minutes	21 minutes
107 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				33	26	22
95th percentile time to start treatment ⁵ (minutes)				112	107	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,261

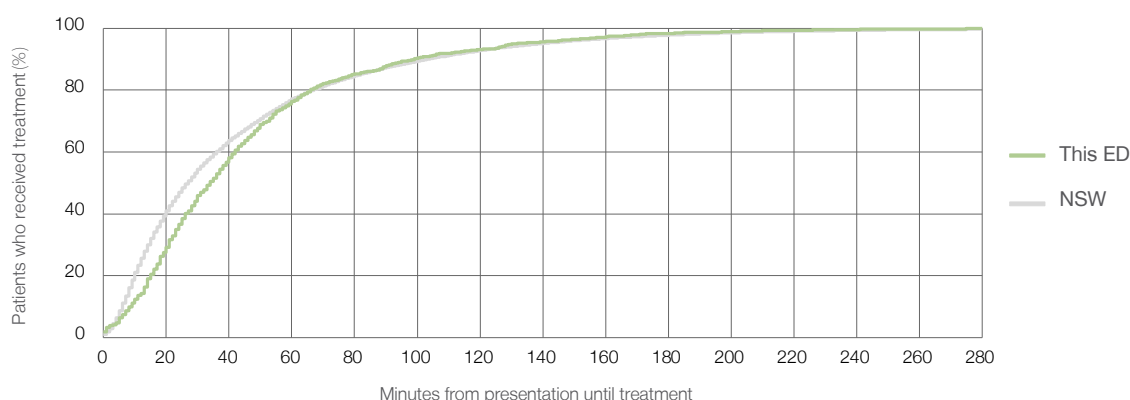
Number of triage 4 patients used to calculate waiting time: ³ 1,206

Median time to start treatment ⁴ 34 minutes

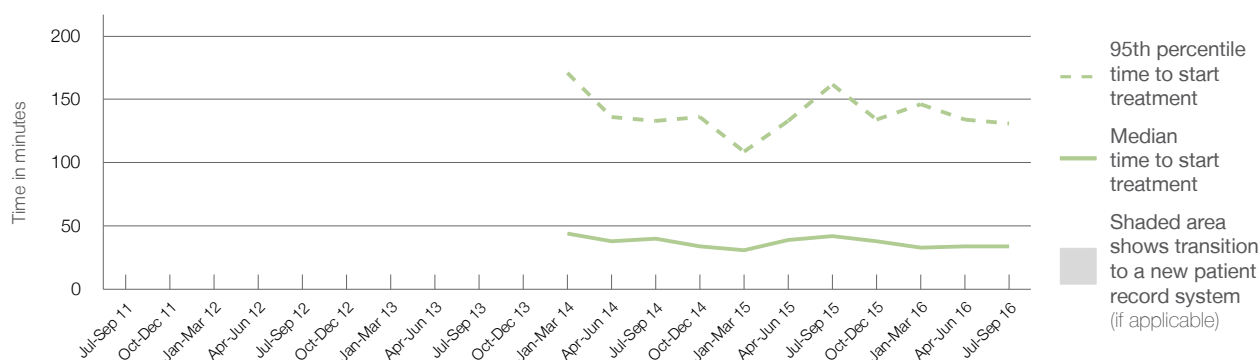
95th percentile time to start treatment ⁵ 131 minutes

Same period last year	NSW (this period)
1,502	
1,324	
42 minutes	27 minutes
162 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				40	42	34
95th percentile time to start treatment ⁵ (minutes)				133	162	131

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 451

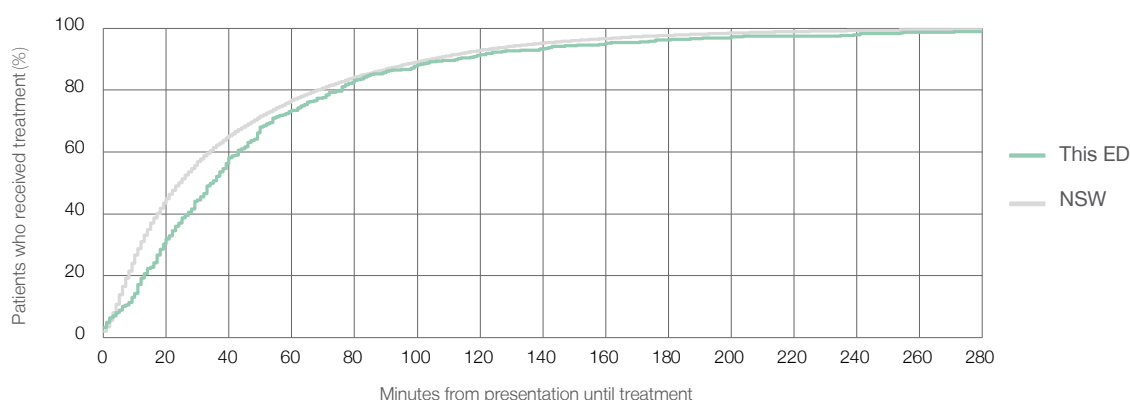
Number of triage 5 patients used to calculate waiting time:³ 385

Median time to start treatment⁴ 35 minutes

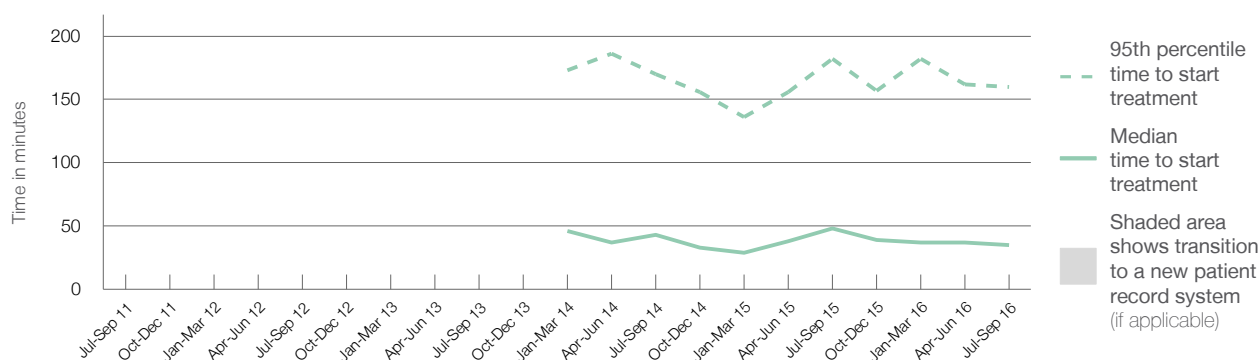
95th percentile time to start treatment⁵ 160 minutes

Same period last year	NSW (this period)
802	
526	
48 minutes	24 minutes
182 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)				43	48	35
95th percentile time to start treatment ⁵ (minutes)				170	182	160

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,730 patients

Presentations used to calculate time to leaving the ED:⁶ 2,730 patients

Median time spent in the ED⁸

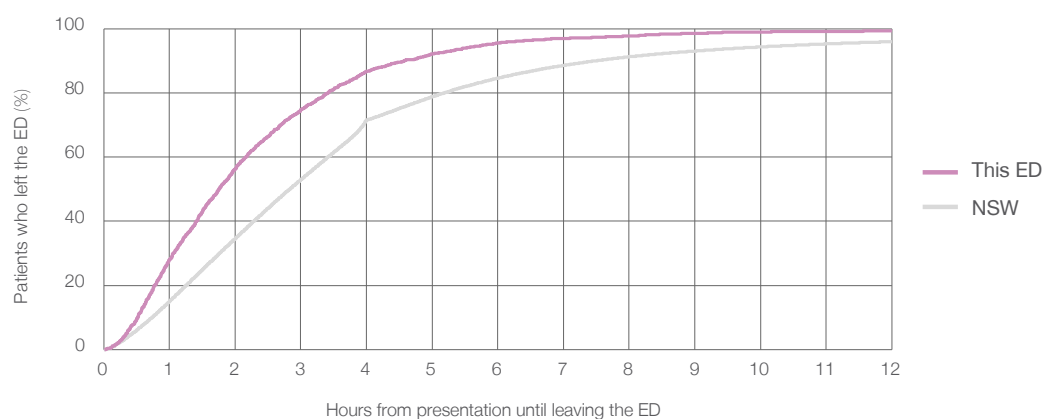
1 hours and 45 minutes

95th percentile time spent in the ED⁹

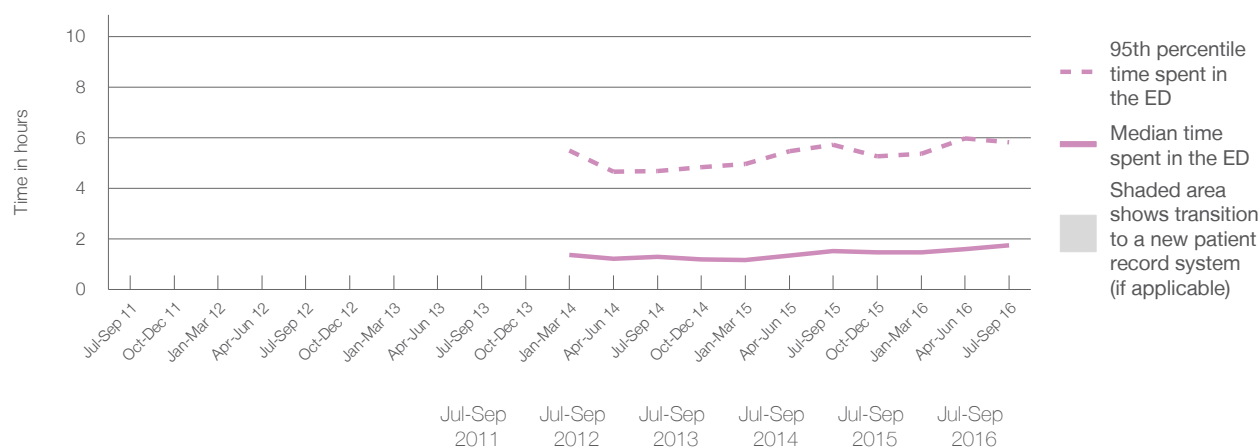
5 hours and 49 minutes

Same period last year	NSW (this period)
3,405	
3,405	
1 hours and 31 minutes	2 hours and 50 minutes
5 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)				1h 18m	1h 31m	1h 45m
95th percentile time to leaving the ED ⁹ (hours, minutes)				4h 41m	5h 44m	5h 49m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients spent in the ED

By mode of separation

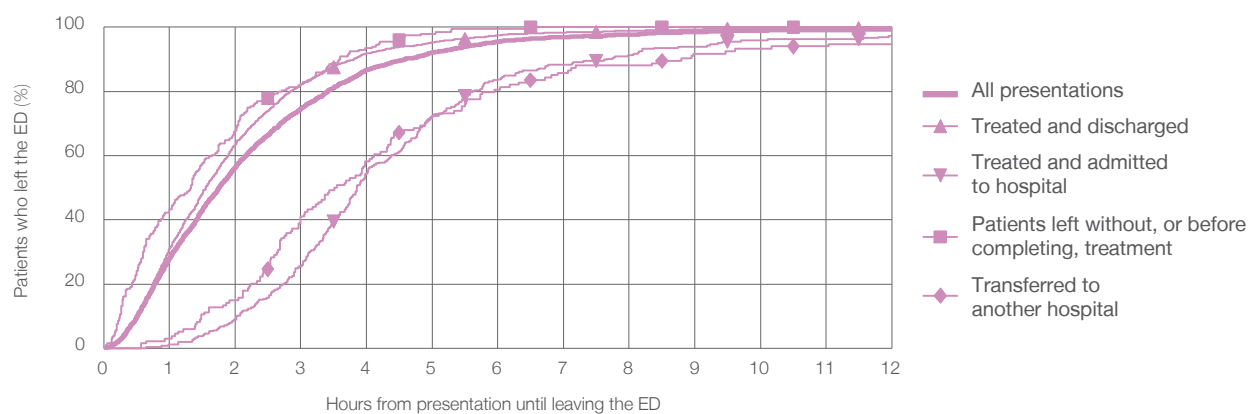
July to September 2016

All presentations:[†] 2,730 patients

Presentations used to calculate time to leaving the ED:[‡] 2,730 patients

		Same period last year	Change since one year ago
Treated and discharged	2,102 (77.0%)	3,405	-19.8%
Treated and admitted to hospital	266 (9.7%)	2,850	-26.2%
Patient left without, or before completing, treatment	199 (7.3%)	218	22.0%
Transferred to another hospital	134 (4.9%)	180	10.6%
Other	29 (1.1%)	141	-5.0%
		16	81.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	31.0%	63.6%	82.2%	91.9%	97.5%	98.9%	99.6%	99.8%
Treated and admitted to hospital	1.1%	9.0%	25.6%	54.5%	83.8%	91.4%	95.9%	97.4%
Patient left without, or before completing, treatment	43.2%	67.8%	82.4%	93.5%	99.5%	100%	100%	100%
Transferred to another hospital	3.0%	14.9%	41.0%	58.2%	80.6%	88.1%	93.3%	94.8%
All presentations	28.1%	56.4%	74.7%	86.7%	95.5%	97.7%	99.0%	99.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,730 patients

Presentations used to calculate time to leaving the ED: ⁶ 2,730 patients

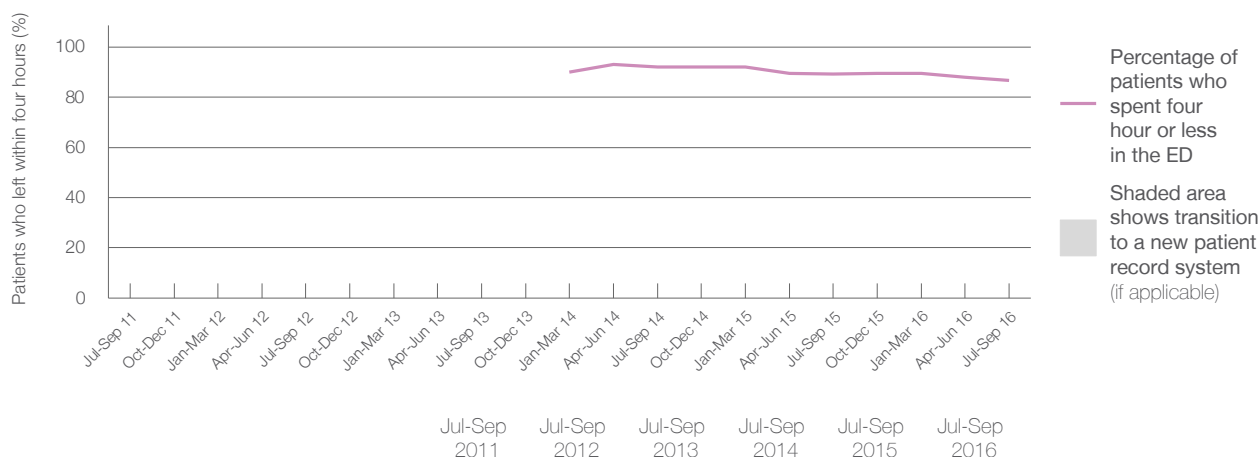
Percentage of patients who spent four hours or less in the ED



86.7%

Same period last year	Change since one year ago
3,405	-19.8%
3,405	-19.8%
89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

92.1% 89.3% 86.7%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Muswellbrook District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,378 patients

Emergency presentations:² 2,246 patients

Same period last year	Change since one year ago
2,279	4.3%
2,205	1.9%

Muswellbrook District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 100 patients

Median time to start treatment⁴ 4 minutes

95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 542 patients

Median time to start treatment⁴ 19 minutes

95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,242 patients

Median time to start treatment⁴ 32 minutes

95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment⁴ 28 minutes

95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
157	
5 minutes	8 minutes
31 minutes	41 minutes
578	
15 minutes	21 minutes
82 minutes	103 minutes
1,113	
24 minutes	27 minutes
107 minutes	139 minutes
357	
27 minutes	24 minutes
100 minutes	138 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,378 patients

Percentage of patients who spent four hours or less in the ED

90.2%

Same period last year	Change since one year ago
2,279	4.3%
89.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

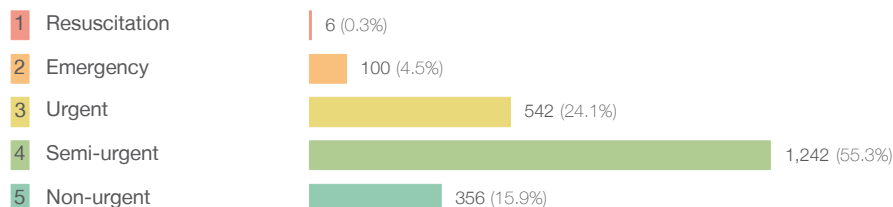
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Muswellbrook District Hospital: Patients presenting to the emergency department

July to September 2016

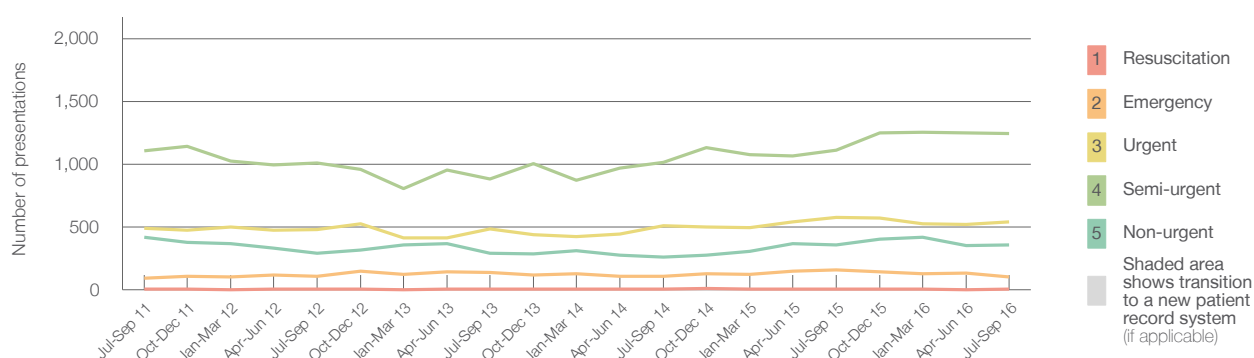
All presentations:¹ 2,378 patients

Emergency presentations² by triage category: 2,246 patients



Same period last year	Change since one year ago
2,279	4.3%
2,205	1.9%
< 5	*
157	-35.5%
578	-6.2%
1,113	11.6%
357	-0.3%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	< 5	< 5	< 5	6
Emergency	93	107	139	110	157	100
Urgent	487	479	486	510	578	542
Semi-urgent	1,105	1,007	884	1,015	1,113	1,242
Non-urgent	420	290	289	257	357	356
All emergency presentations	2,105	1,883	1,798	1,892	2,205	2,246

Muswellbrook District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 379 patients

ED Transfer of care time



Same period last year	Change since one year ago
299	
9 minutes	-1 minute
61 minutes	-37 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 100

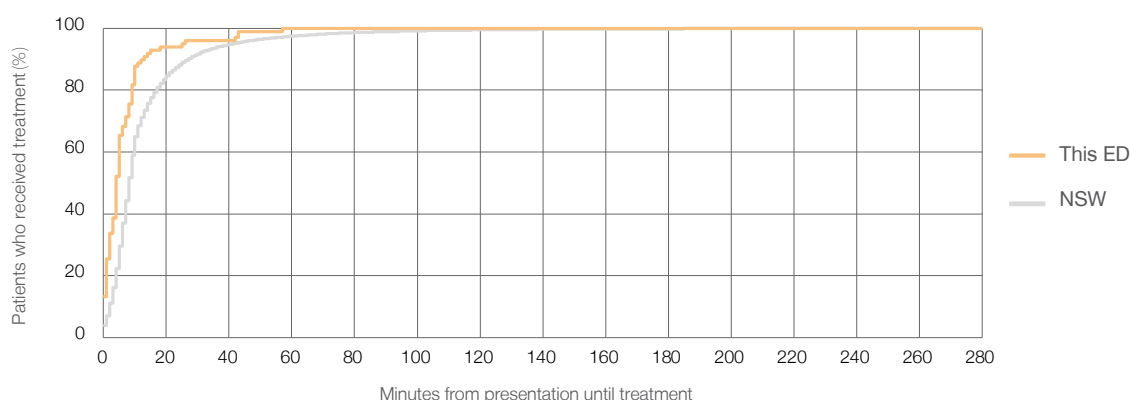
Number of triage 2 patients used to calculate waiting time: ³ 98

Median time to start treatment ⁴ 4 minutes

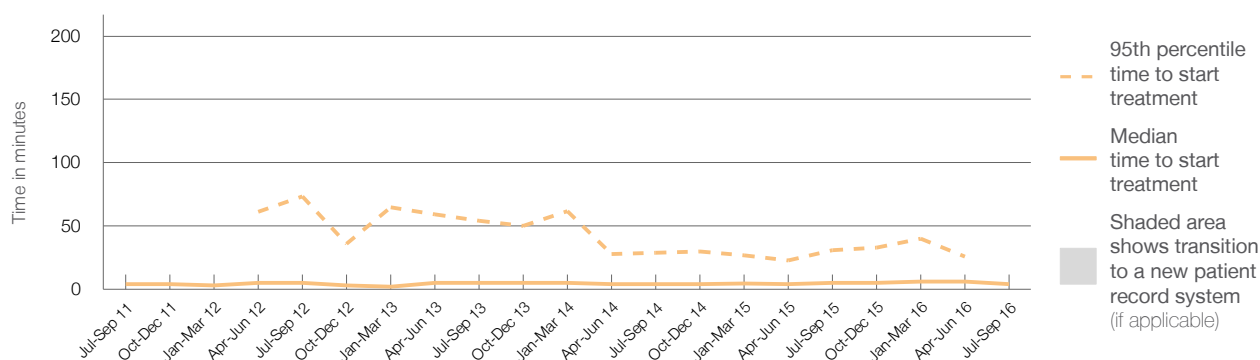
95th percentile time to start treatment ⁵ *

Same period last year	NSW (this period)
157	
149	
5 minutes	8 minutes
31 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	4	5	5	4	5	4
95th percentile time to start treatment ⁵ (minutes)	*	74	54	29	31	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 542

Number of triage 3 patients used to calculate waiting time:³ 507

Median time to start treatment⁴

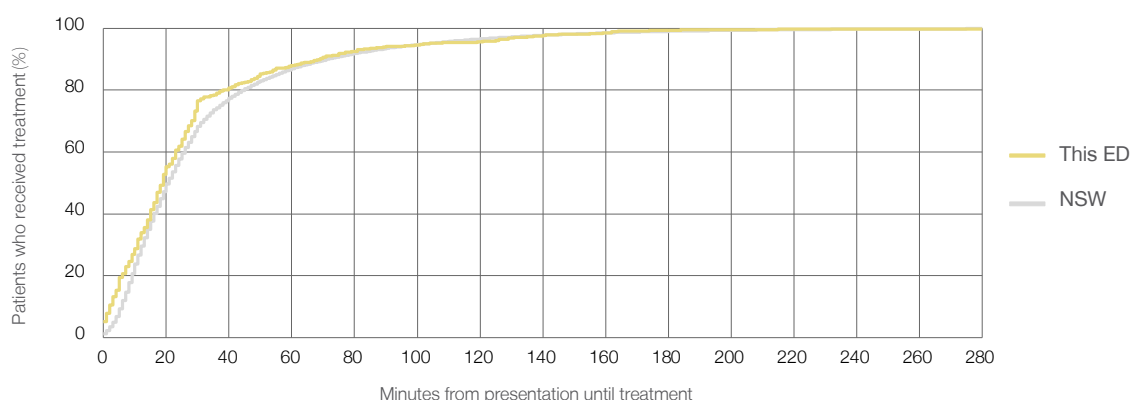
19 minutes

95th percentile time to start treatment⁵

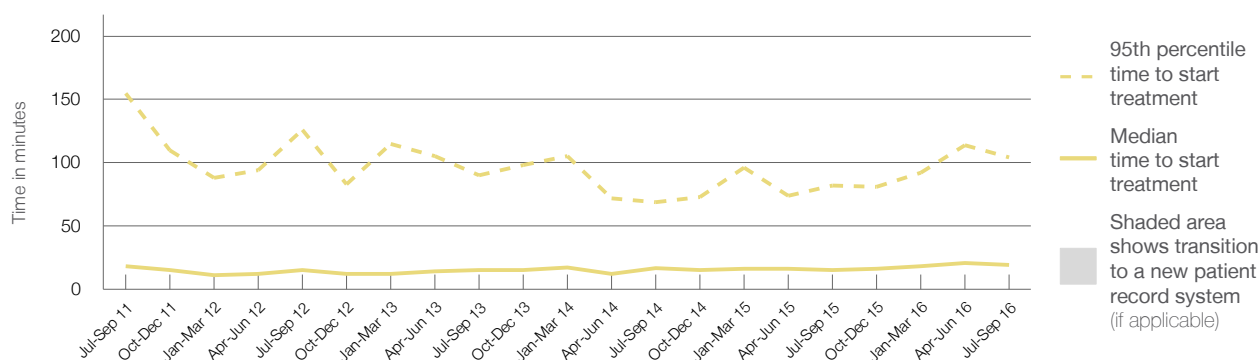
104 minutes

Same period last year	NSW (this period)
578	
550	
15 minutes	21 minutes
82 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	15	15	17	15	19
95th percentile time to start treatment ⁵ (minutes)	155	126	90	69	82	104

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,242

Number of triage 4 patients used to calculate waiting time: ³ 1,111

Median time to start treatment ⁴

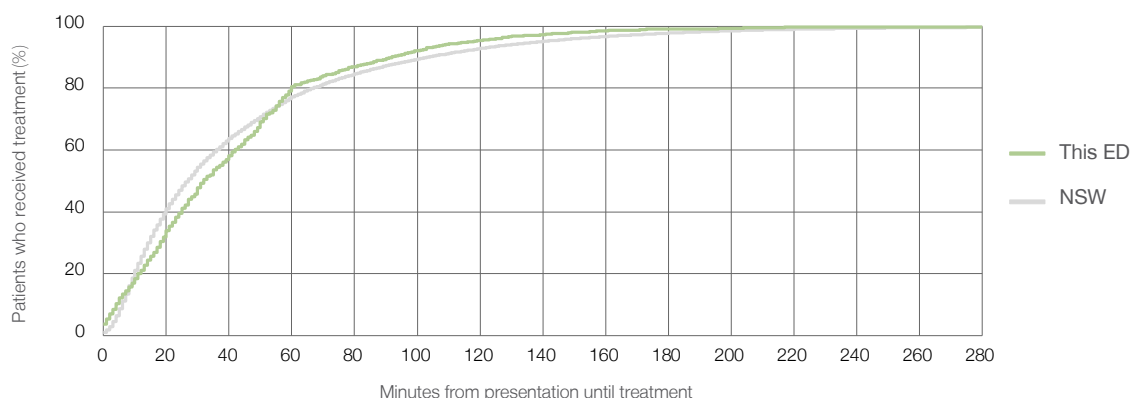
32 minutes

95th percentile time to start treatment ⁵

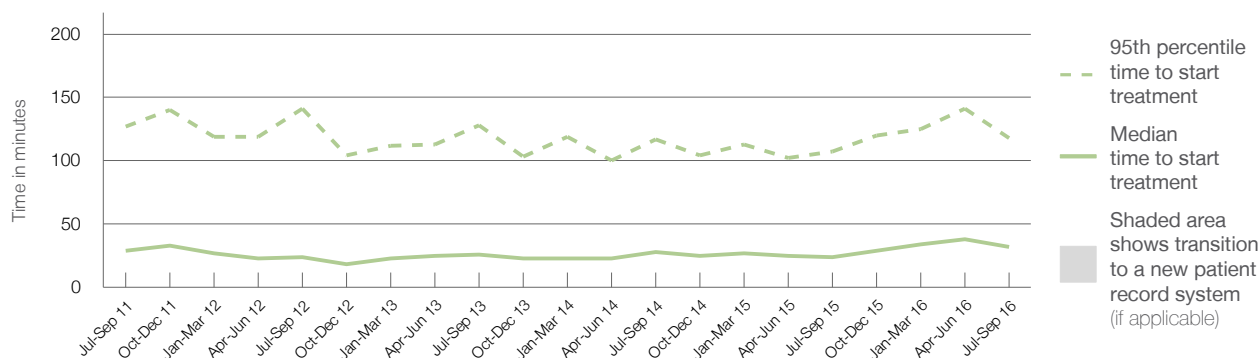
118 minutes

Same period last year	NSW (this period)
1,113	
1,026	
24 minutes	27 minutes
107 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	24	26	28	24	32
95th percentile time to start treatment ⁵ (minutes)	127	141	128	117	107	118

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 356

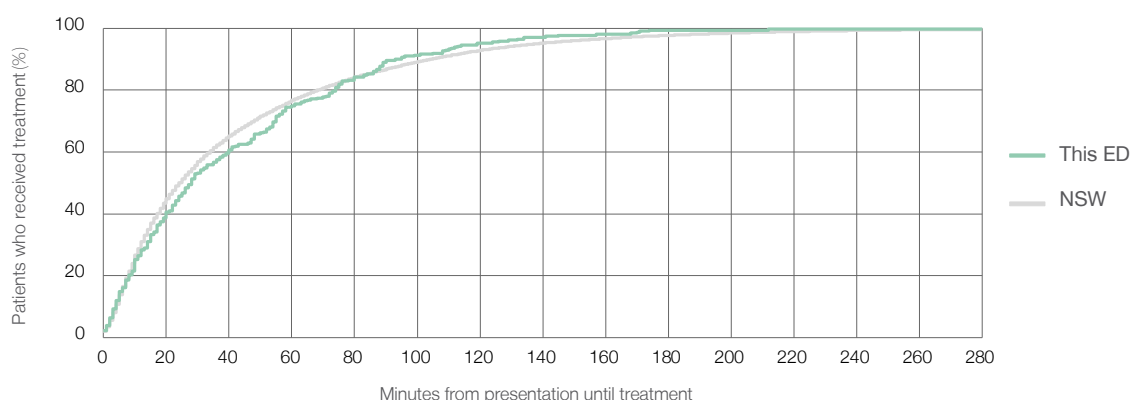
Number of triage 5 patients used to calculate waiting time:³ 310

Median time to start treatment⁴ 28 minutes

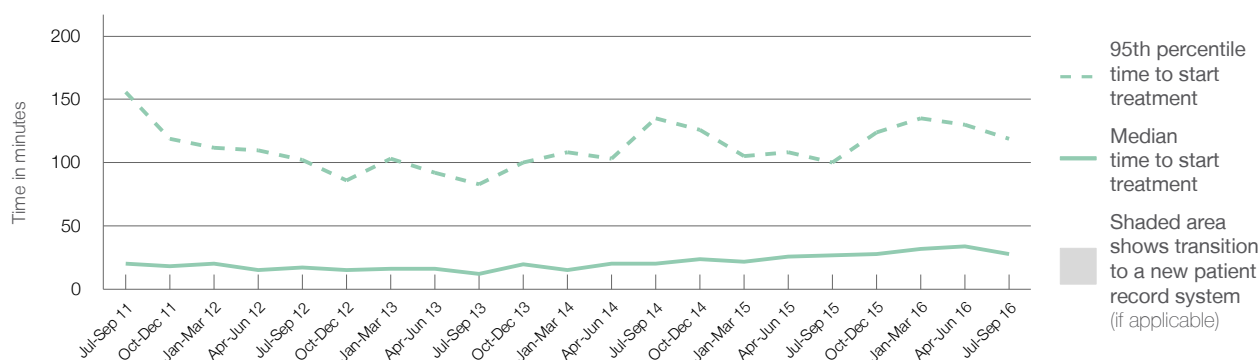
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
357	
307	
27 minutes	24 minutes
100 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	12	20	27	28
95th percentile time to start treatment ⁵ (minutes)	156	102	83	135	100	119

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,378 patients

Presentations used to calculate time to leaving the ED:⁶ 2,378 patients

Median time spent in the ED⁸

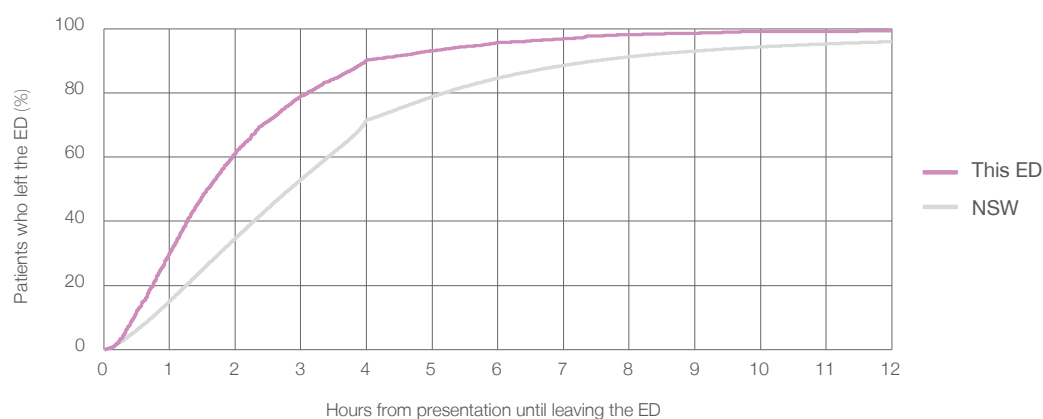
1 hours and 35 minutes

95th percentile time spent in the ED⁹

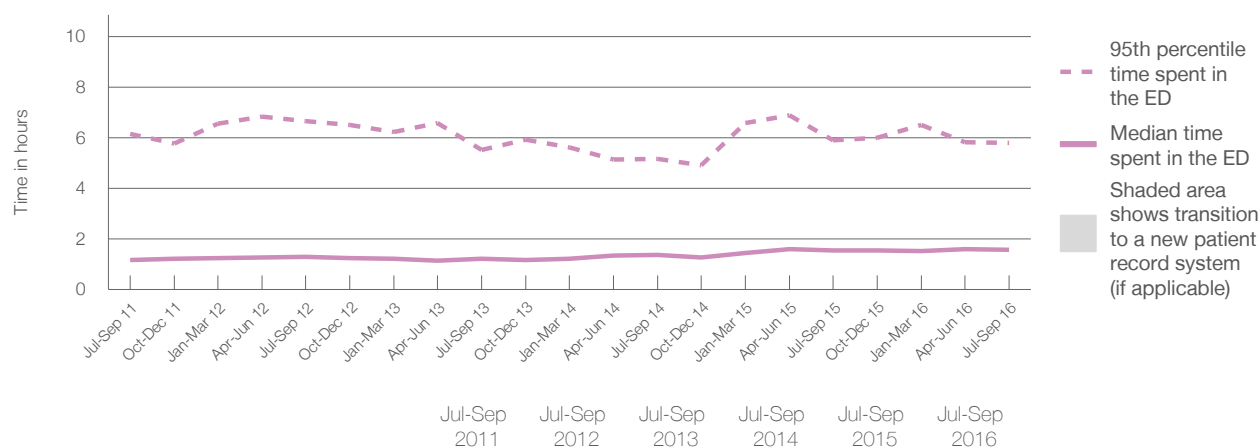
5 hours and 48 minutes

Same period last year	NSW (this period)
2,279	
2,279	
1 hours and 33 minutes	2 hours and 50 minutes
5 hours and 54 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{††}



Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 10m	6h 40m	5h 32m	5h 10m	5h 54m	5h 48m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients spent in the ED

By mode of separation

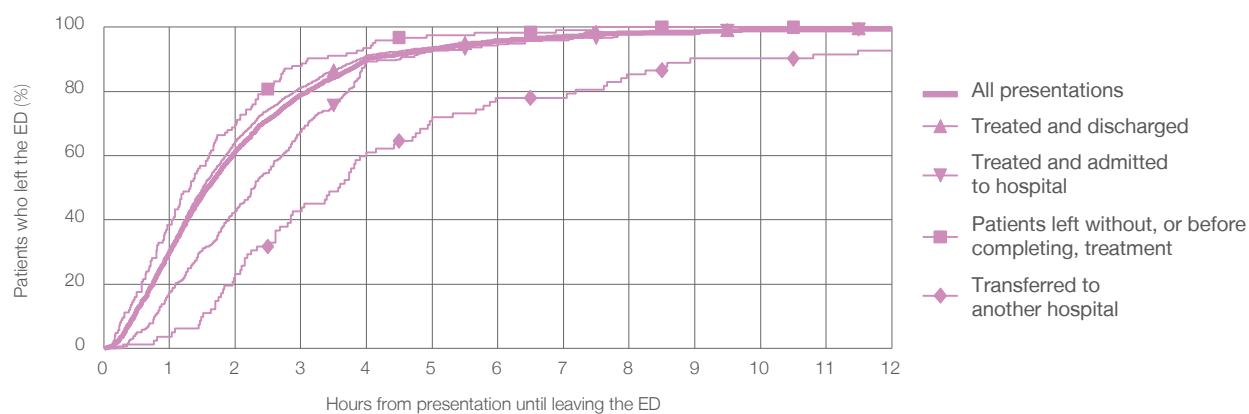
July to September 2016

All presentations:[†] 2,378 patients

Presentations used to calculate time to leaving the ED:[‡] 2,378 patients

		Same period last year	Change since one year ago
Treated and discharged	1,754 (73.8%)	1,713	2.4%
Treated and admitted to hospital	300 (12.6%)	311	-3.5%
Patient left without, or before completing, treatment	125 (5.3%)	85	47.1%
Transferred to another hospital	82 (3.4%)	75	9.3%
Other	117 (4.9%)	95	23.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	30.6%	64.3%	81.2%	91.2%	96.4%	98.7%	99.4%	99.7%
Treated and admitted to hospital	17.3%	42.7%	67.3%	89.3%	94.7%	97.7%	99.0%	99.3%
Patient left without, or before completing, treatment	38.4%	69.6%	88.0%	93.6%	98.4%	100%	100%	100%
Transferred to another hospital	3.7%	23.2%	42.7%	61.0%	78.0%	85.4%	90.2%	92.7%
All presentations	30.2%	61.3%	78.9%	90.2%	95.7%	98.2%	99.1%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,378 patients

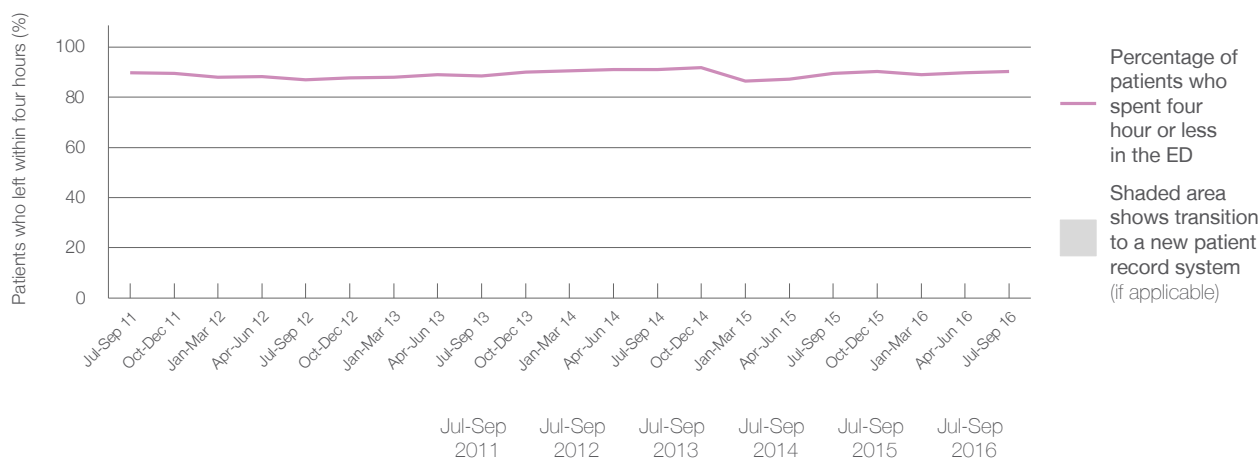
Presentations used to calculate time to leaving the ED: ⁶ 2,378 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,279	4.3%
2,279	4.3%
89.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	89.6%	87.0%	88.5%	91.1%	89.6%	90.2%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Narrabri District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 1,339 patients

Emergency presentations:² 1,329 patients

Same period last year	Change since one year ago
1,419	-5.6%
1,415	-6.1%

Narrabri District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 109 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 420 patients

Median time to start treatment⁴ 14 minutes

95th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 568 patients

Median time to start treatment⁴ 20 minutes

95th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 232 patients

Median time to start treatment⁴ 18 minutes

95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
99	
5 minutes	8 minutes
*	41 minutes
453	
17 minutes	21 minutes
71 minutes	103 minutes
576	
26 minutes	27 minutes
98 minutes	139 minutes
282	
16 minutes	24 minutes
111 minutes	138 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 1,339 patients

Percentage of patients who spent four hours or less in the ED 88.2%

Same period last year	Change since one year ago
1,419	-5.6%
90.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

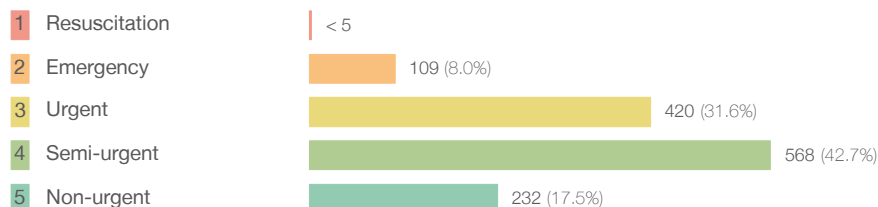
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Narrabri District Hospital: Patients presenting to the emergency department

July to September 2016

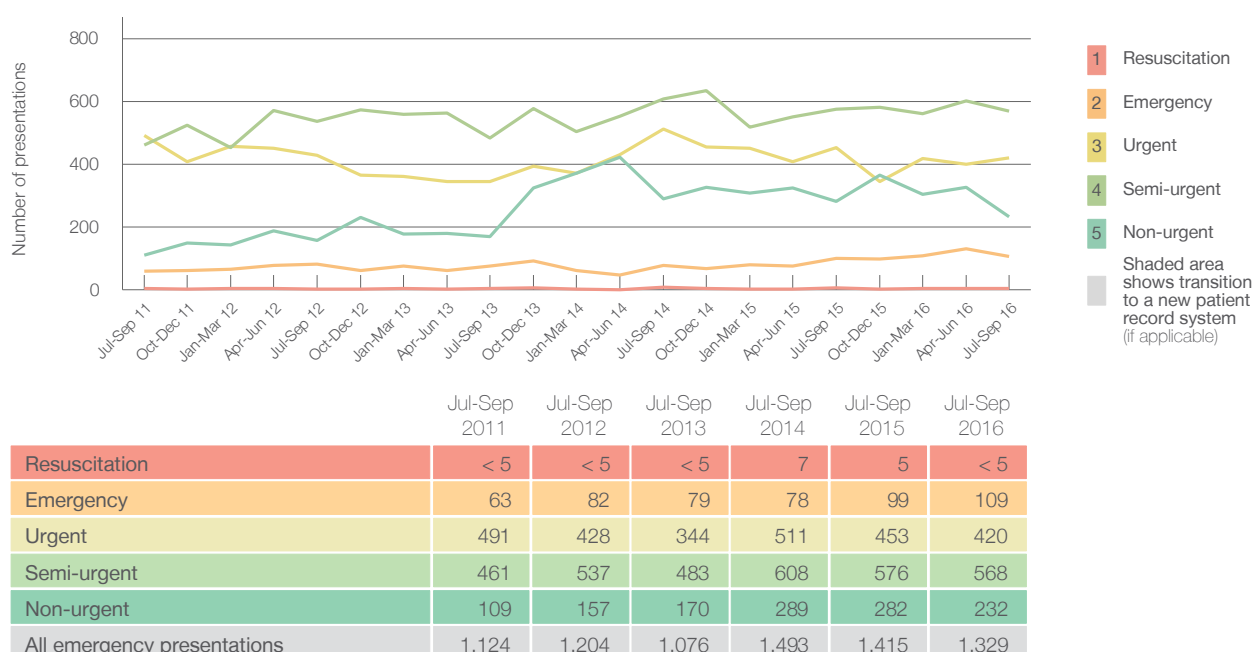
All presentations:¹ 1,339 patients

Emergency presentations² by triage category: 1,329 patients



Same period last year	Change since one year ago
1,419	-5.6%
1,415	-6.1%
5	*
99	7.1%
453	-7.3%
576	-1.4%
282	-17.7%

Emergency presentations² by quarter, July 2011 to September 2016[‡]



Narrabri District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 139 patients

ED Transfer of care time



Same period last year	Change since one year ago
71	
6 minutes	-2 minutes
*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 109

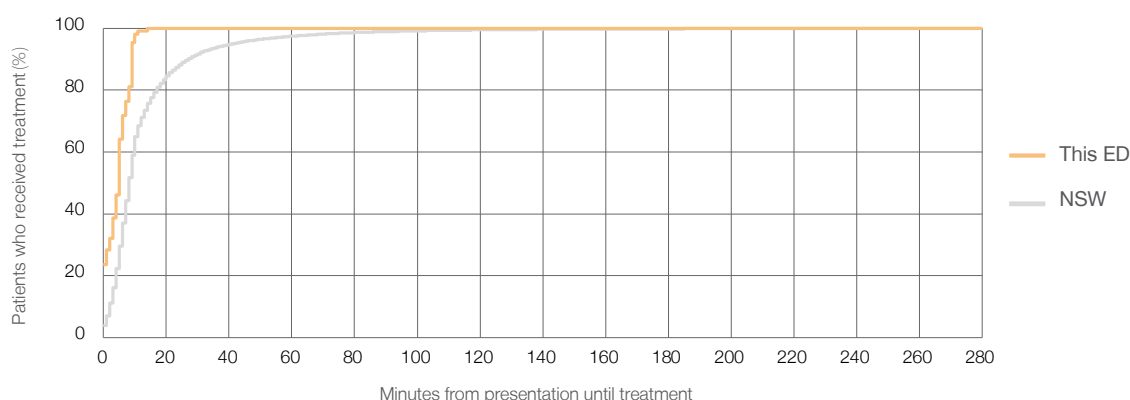
Number of triage 2 patients used to calculate waiting time:³ 106

Median time to start treatment⁴ 5 minutes

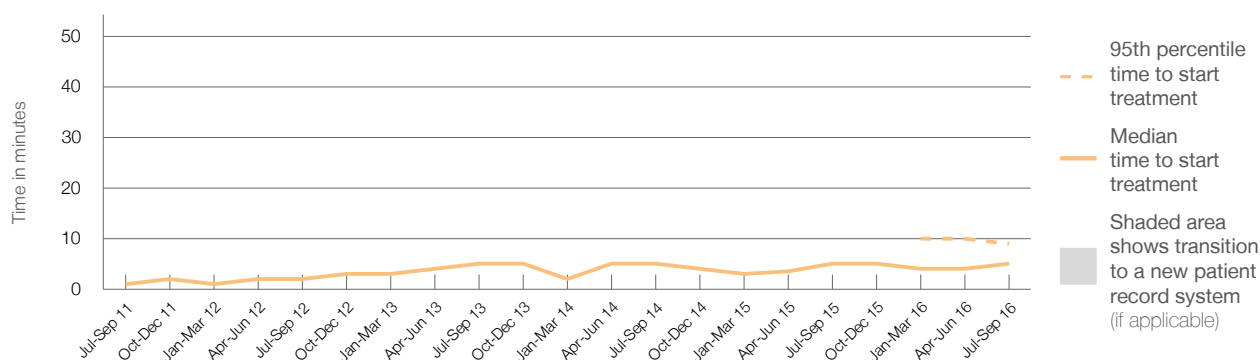
95th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
99	
99	
5 minutes	8 minutes
*	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	1	2	5	5	5	5
95th percentile time to start treatment ⁵ (minutes)	*	*	*	*	*	9

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 420

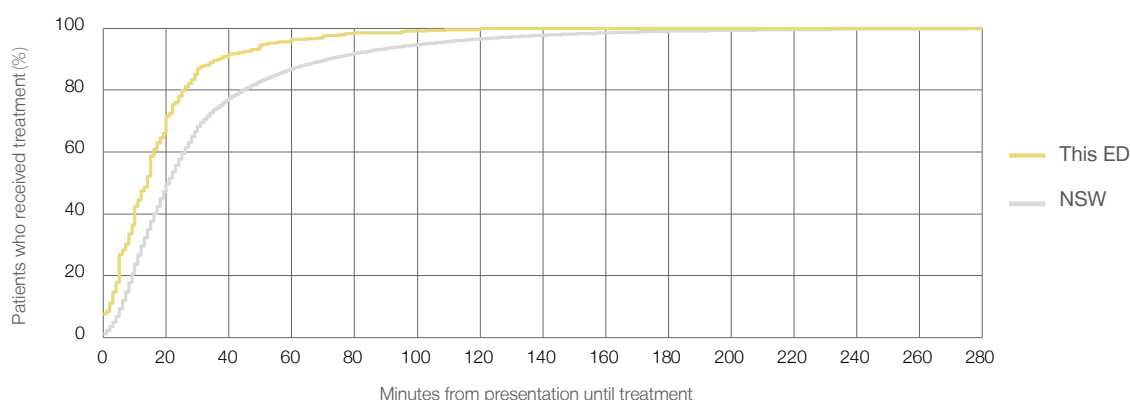
Number of triage 3 patients used to calculate waiting time:³ 414

Median time to start treatment⁴ 14 minutes

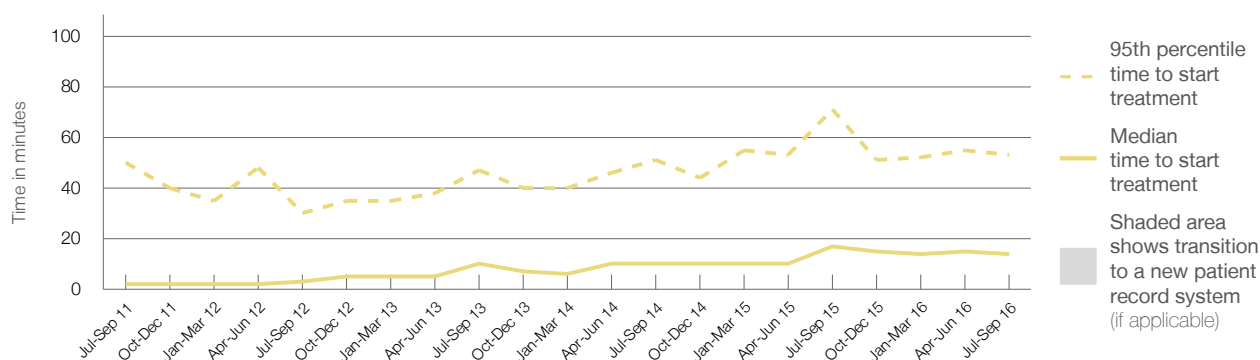
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
453	
450	
17 minutes	21 minutes
71 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	3	10	10	17	14
95th percentile time to start treatment ⁵ (minutes)	50	30	47	51	71	53

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 568

Number of triage 4 patients used to calculate waiting time:³ 551

Median time to start treatment⁴

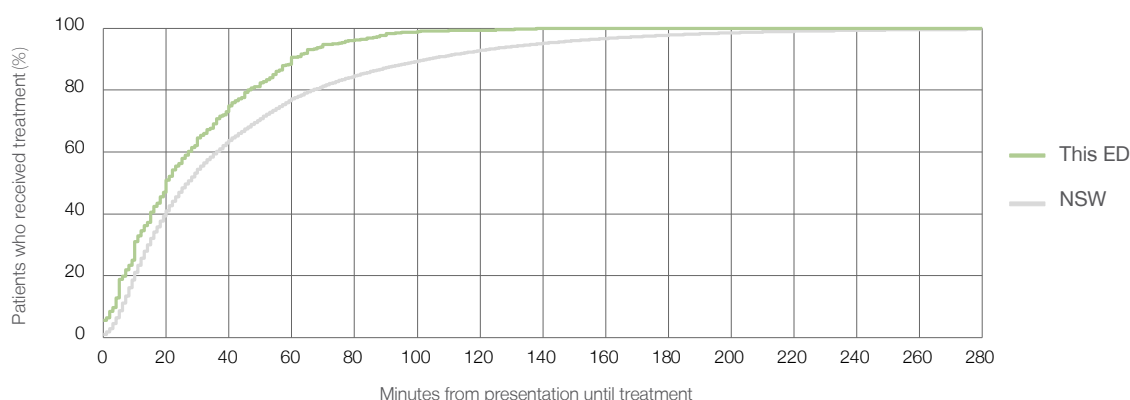
20 minutes

95th percentile time to start treatment⁵

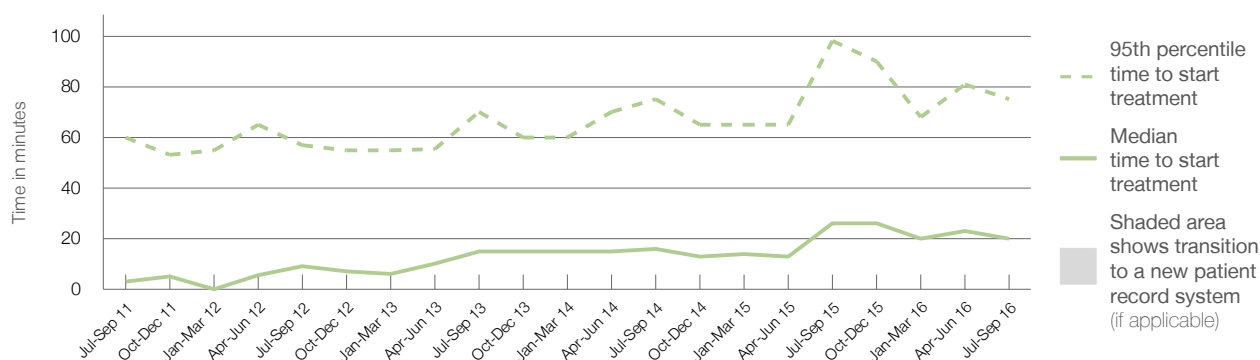
75 minutes

Same period last year	NSW (this period)
576	
567	
26 minutes	27 minutes
98 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	3	9	15	16	26	20
95th percentile time to start treatment ⁵ (minutes)	60	57	70	75	98	75

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 232

Number of triage 5 patients used to calculate waiting time:³ 227

Median time to start treatment⁴

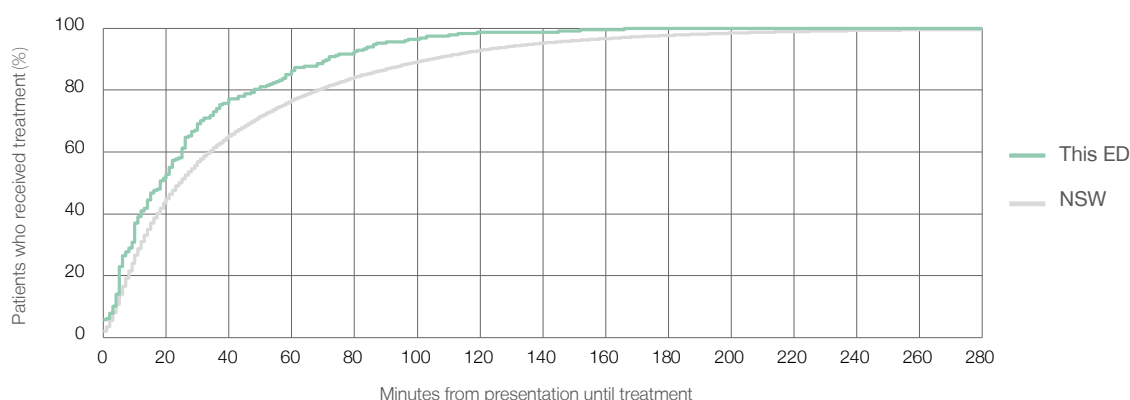
18 minutes

95th percentile time to start treatment⁵

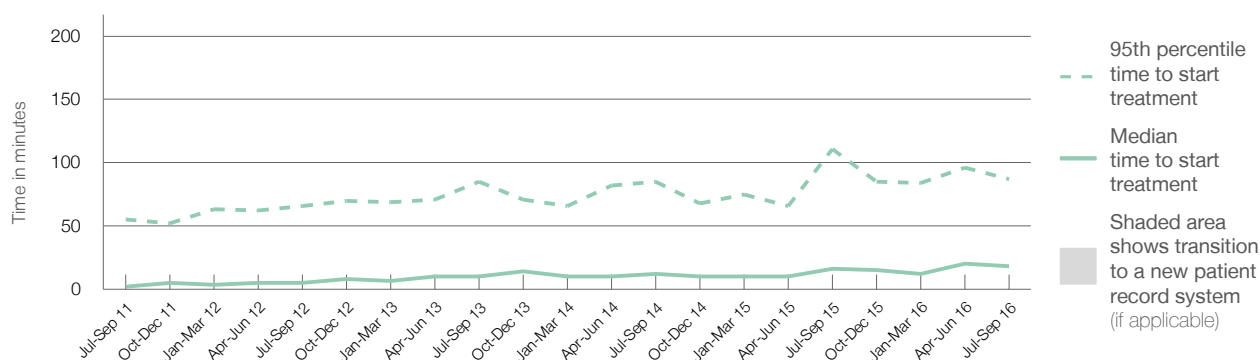
87 minutes

Same period last year	NSW (this period)
282	
275	
16 minutes	24 minutes
111 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	2	5	10	12	16	18
95th percentile time to start treatment ⁵ (minutes)	55	66	85	85	111	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 1,339 patients

Presentations used to calculate time to leaving the ED:⁶ 1,339 patients

Median time spent in the ED⁸

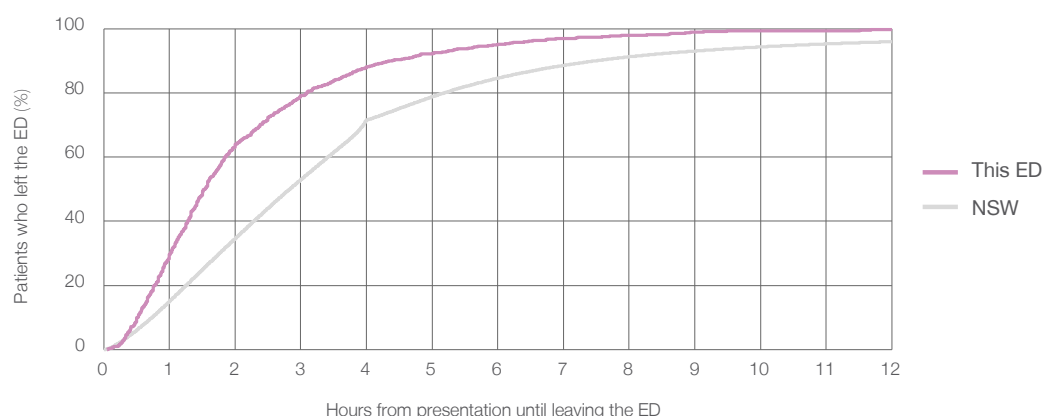
1 hours and 32 minutes

95th percentile time spent in the ED⁹

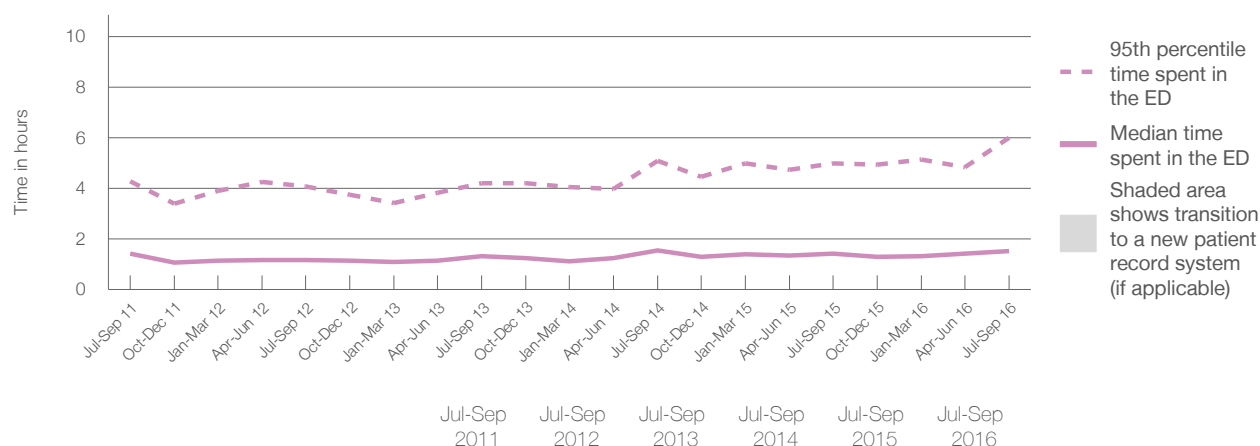
6 hours and 0 minutes

Same period last year	NSW (this period)
1,419	1,419
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 0 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	1h 25m	1h 10m	1h 20m	1h 33m	1h 26m	1h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 17m	4h 5m	4h 13m	5h 5m	5h 0m	6h 0m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients spent in the ED

By mode of separation

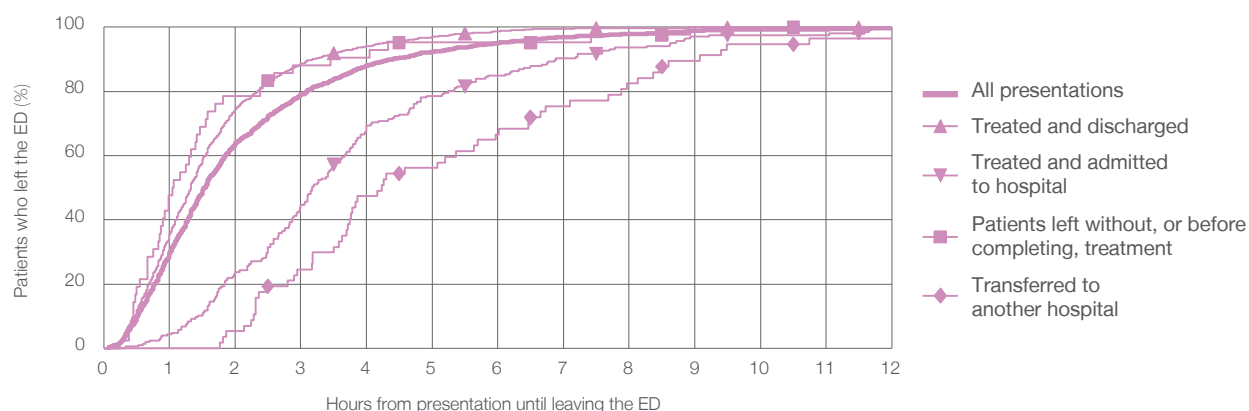
July to September 2016

All presentations:[†] 1,339 patients

Presentations used to calculate time to leaving the ED:[‡] 1,339 patients

		Same period last year	Change since one year ago
Treated and discharged	1,026 (76.6%)	1,419	-5.6%
Treated and admitted to hospital	206 (15.4%)	1,149	-10.7%
Patient left without, or before completing, treatment	42 (3.1%)	209	-1.4%
Transferred to another hospital	57 (4.3%)	26	61.5%
Other	8 (0.6%)	32	78.1%
		3	166.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.5%	74.7%	88.7%	94.2%	98.7%	99.7%	99.9%	99.9%
Treated and admitted to hospital	4.4%	23.8%	44.7%	69.4%	85.0%	93.7%	97.6%	99.5%
Patient left without, or before completing, treatment	47.6%	78.6%	88.1%	90.5%	95.2%	97.6%	100%	100%
Transferred to another hospital	0%	5.3%	24.6%	47.4%	66.7%	82.5%	94.7%	96.5%
All presentations	29.6%	63.9%	79.2%	88.2%	95.1%	97.9%	99.3%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 1,339 patients

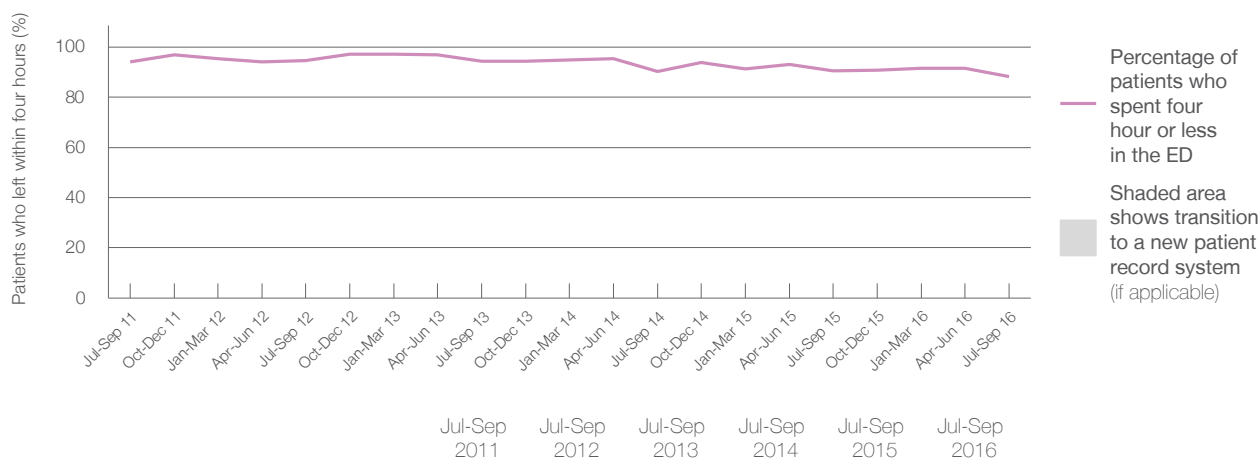
Presentations used to calculate time to leaving the ED: ⁶ 1,339 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
1,419	-5.6%
1,419	-5.6%
90.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	94.1%	94.6%	94.3%	90.3%	90.5%	88.2%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
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- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Queanbeyan Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,793 patients

Emergency presentations:² 4,689 patients

Same period last year	Change since one year ago
4,313	11.1%
4,182	12.1%

Queanbeyan Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 301 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,283 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,395 patients

Median time to start treatment⁴ 31 minutes
95th percentile time to start treatment⁵ 140 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 701 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
235	
9 minutes	8 minutes
43 minutes	41 minutes
925	
22 minutes	21 minutes
114 minutes	103 minutes
2,194	
32 minutes	27 minutes
175 minutes	139 minutes
823	
28 minutes	24 minutes
192 minutes	138 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,793 patients

Percentage of patients who spent four hours or less in the ED 84.3%

Same period last year	Change since one year ago
4,313	11.1%
77.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

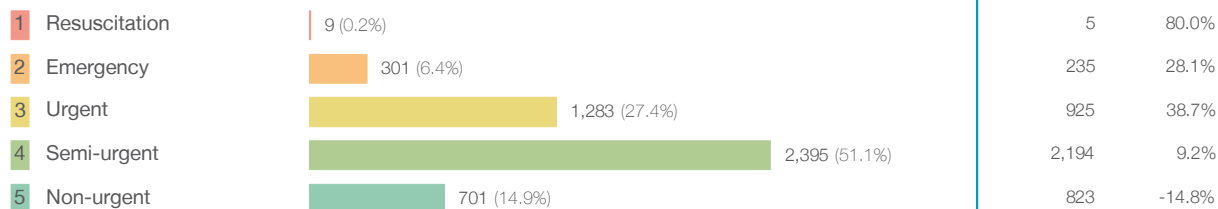
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Queanbeyan Health Service: Patients presenting to the emergency department

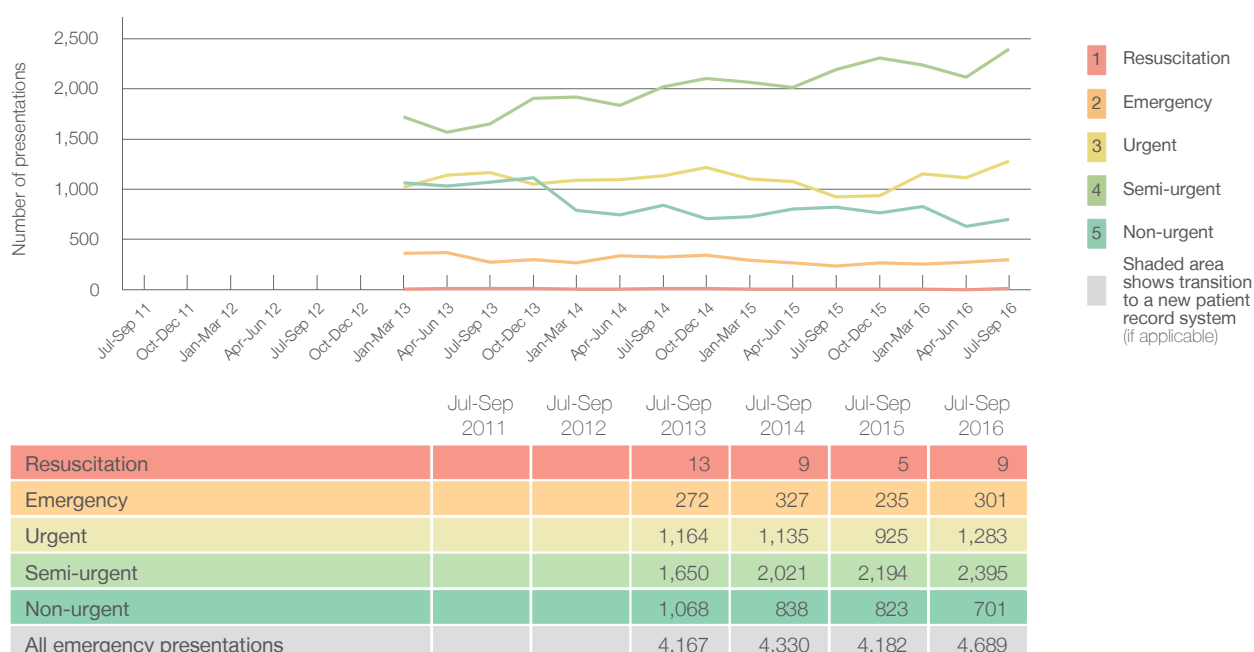
July to September 2016

All presentations:¹ 4,793 patients

Emergency presentations² by triage category: 4,689 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Queanbeyan Health Service: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time: ⁷ 388 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 301

Number of triage 2 patients used to calculate waiting time:³ 300

Median time to start treatment⁴

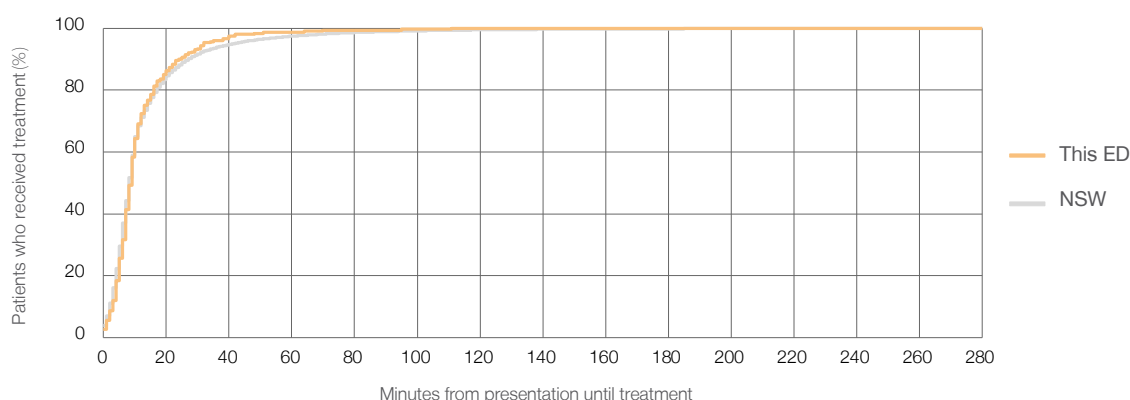
9 minutes

95th percentile time to start treatment⁵

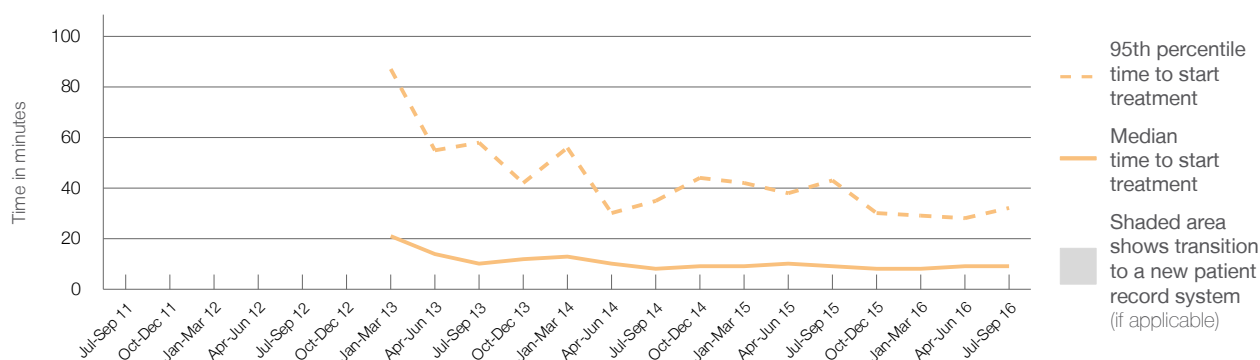
32 minutes

Same period last year	NSW (this period)
235	
234	
9 minutes	8 minutes
43 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10	8	9	9
95th percentile time to start treatment ⁵ (minutes)			58	35	43	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,283

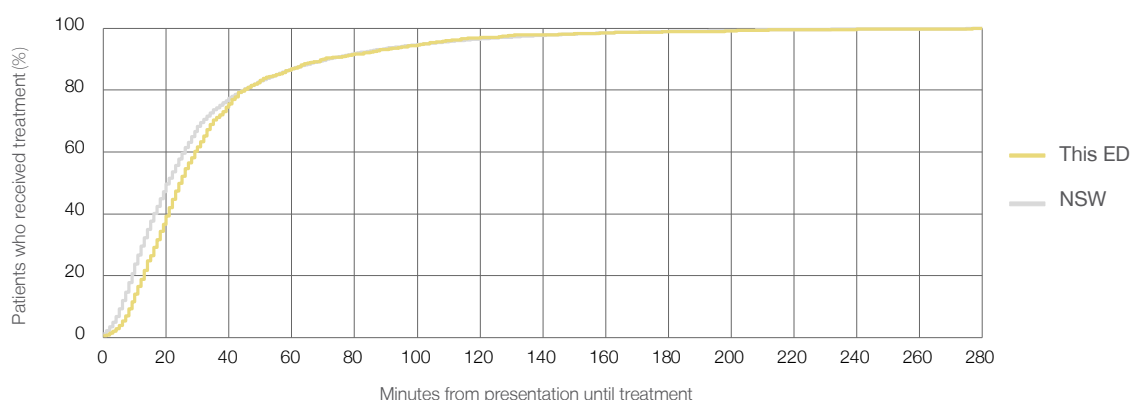
Number of triage 3 patients used to calculate waiting time: ³ 1,247

Median time to start treatment ⁴ 25 minutes

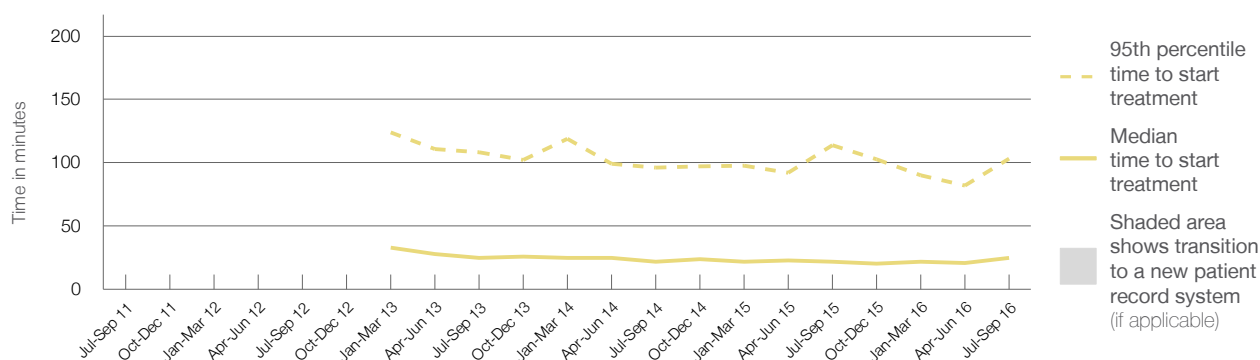
95th percentile time to start treatment ⁵ 103 minutes

Same period last year	NSW (this period)
925	
896	
22 minutes	21 minutes
114 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			25	22	22	25
95th percentile time to start treatment ⁵ (minutes)			108	96	114	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 2,395

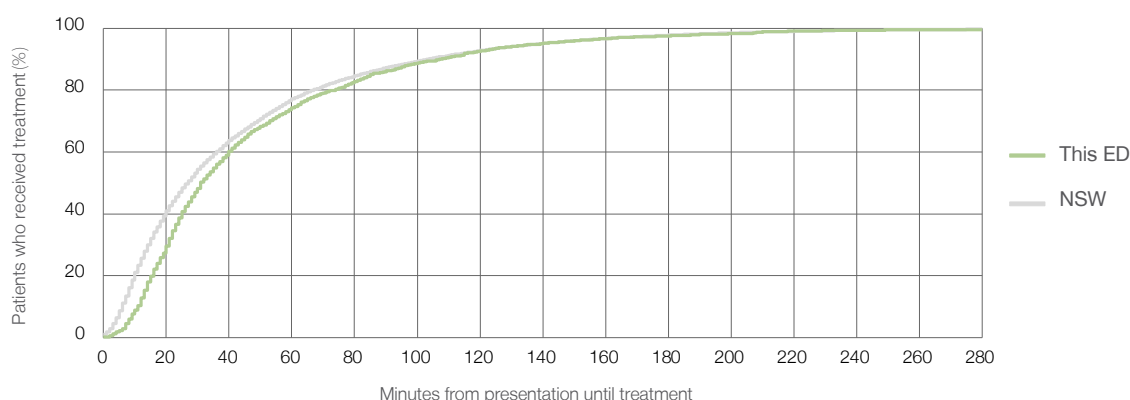
Number of triage 4 patients used to calculate waiting time:³ 2,154

Median time to start treatment⁴ 31 minutes

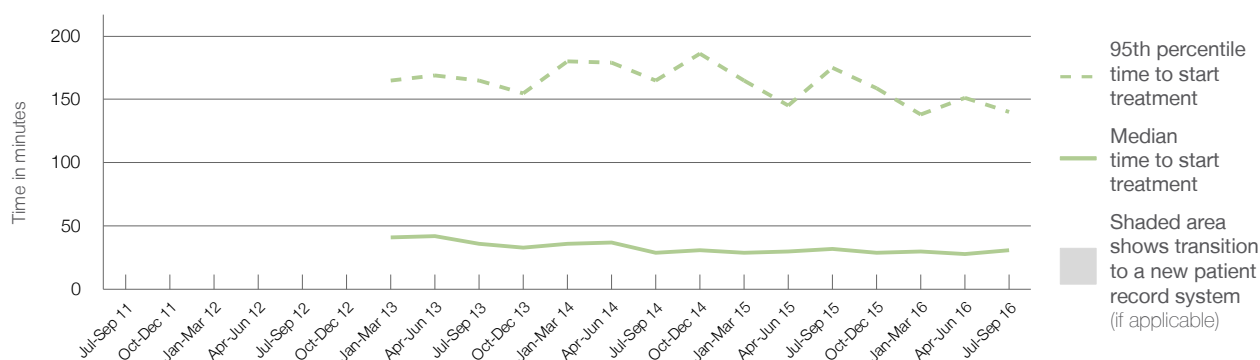
95th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
2,194	
1,945	
32 minutes	27 minutes
175 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			36	29	32	31
95th percentile time to start treatment ⁵ (minutes)			165	165	175	140

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 701

Number of triage 5 patients used to calculate waiting time: ³ 532

Median time to start treatment ⁴

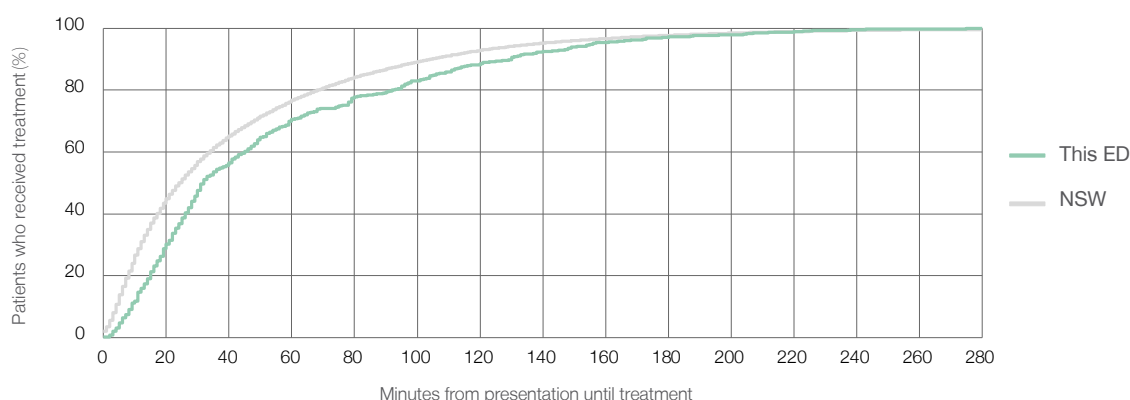
32 minutes

95th percentile time to start treatment ⁵

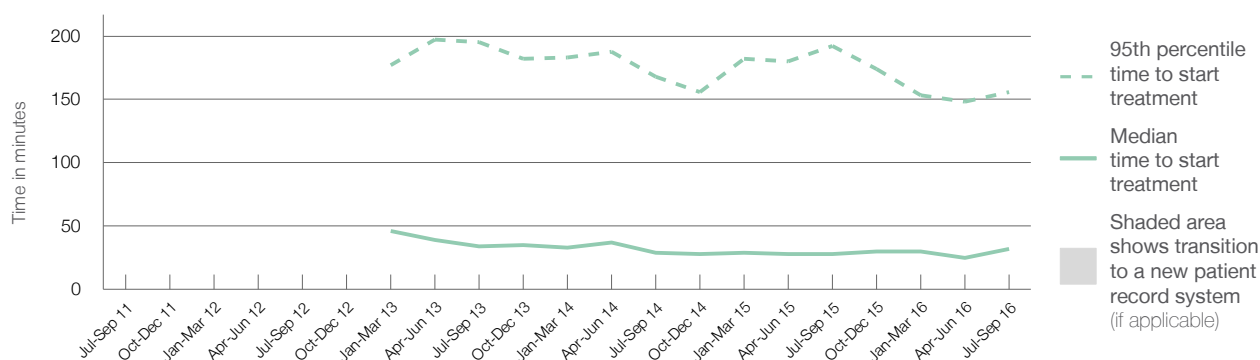
156 minutes

Same period last year	NSW (this period)
823	
598	
28 minutes	24 minutes
192 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			34	29	28	32
95th percentile time to start treatment ⁵ (minutes)			195	168	192	156

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,793 patients

Presentations used to calculate time to leaving the ED:⁶ 4,793 patients

Median time spent in the ED⁸

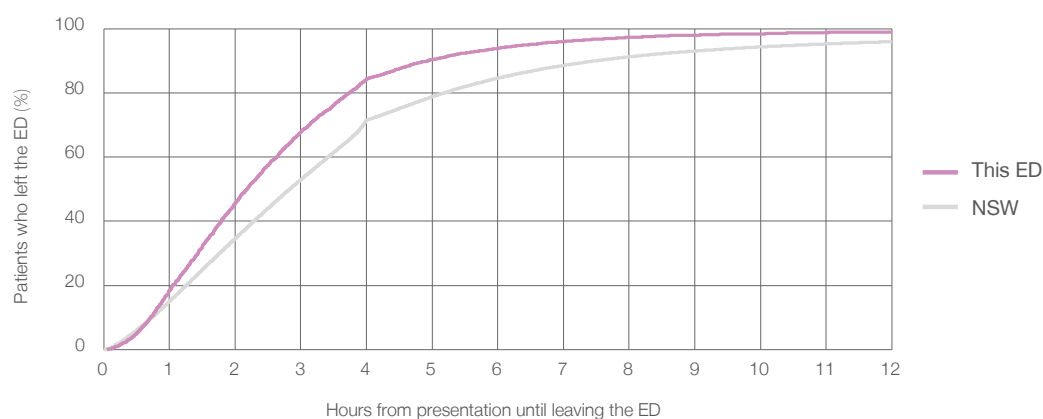
2 hours and 11 minutes

95th percentile time spent in the ED⁹

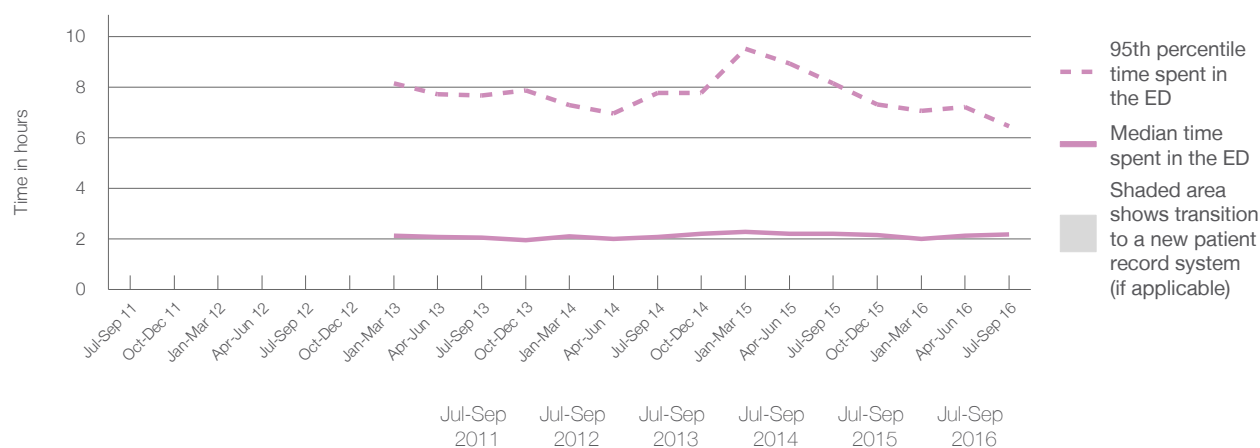
6 hours and 28 minutes

Same period last year	NSW (this period)
4,313	4,313
2 hours and 12 minutes	2 hours and 50 minutes
8 hours and 9 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			2h 3m	2h 5m	2h 12m	2h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)			7h 40m	7h 47m	8h 9m	6h 28m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients spent in the ED

By mode of separation

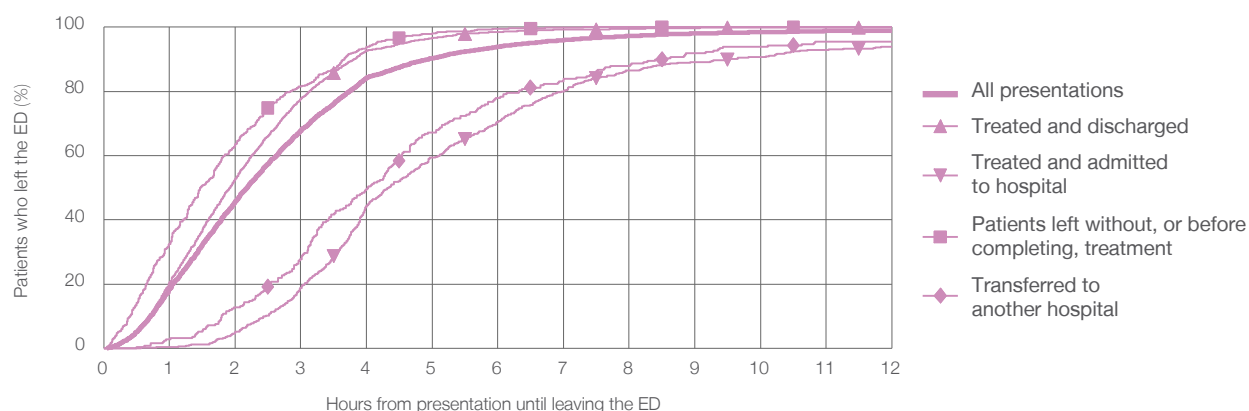
July to September 2016

All presentations:[†] 4,793 patients

Presentations used to calculate time to leaving the ED:[‡] 4,793 patients

		Same period last year	Change since one year ago
Treated and discharged	3,384 (70.6%)	4,313	11.1%
Treated and admitted to hospital	628 (13.1%)	3,003	12.7%
Patient left without, or before completing, treatment	514 (10.7%)	445	41.1%
Transferred to another hospital	250 (5.2%)	642	-19.9%
Other	17 (0.4%)	193	29.5%
		30	-43.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	20.5%	52.8%	77.7%	92.7%	98.5%	99.5%	99.9%	99.9%
Treated and admitted to hospital	0.3%	5.1%	18.8%	44.4%	70.5%	86.5%	90.8%	93.9%
Patient left without, or before completing, treatment	32.5%	63.6%	81.5%	94.0%	99.4%	100%	100%	100%
Transferred to another hospital	2.8%	12.8%	27.6%	49.6%	78.0%	88.0%	94.0%	95.6%
All presentations	18.5%	45.8%	67.9%	84.3%	93.9%	97.3%	98.4%	98.9%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 4,793 patients

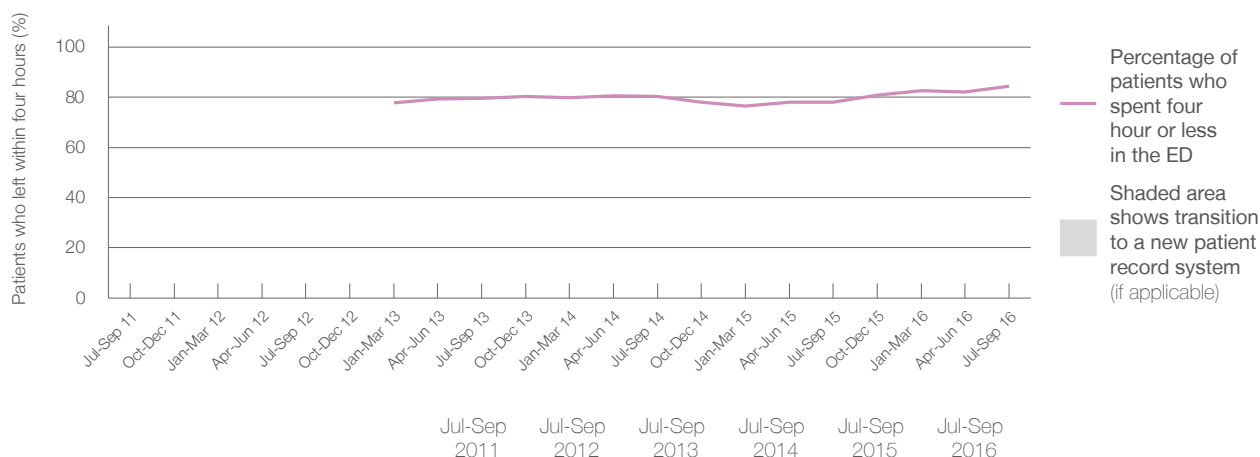
Presentations used to calculate time to leaving the ED: ⁶ 4,793 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
4,313	11.1%
4,313	11.1%
77.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

79.5% 80.4% 77.9% 84.3%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
 - 1. All emergency and non-emergency presentations at the emergency department (ED).
 - 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 - 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 - 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 - 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 - 6. All presentations that have a departure time.
 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 - 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 - 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Singleton District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,724 patients

Emergency presentations:² 2,675 patients

Same period last year	Change since one year ago
2,898	-6.0%
2,819	-5.1%

Singleton District Hospital: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 170 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 743 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,562 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 200 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
155	
8 minutes	8 minutes
38 minutes	41 minutes
736	
25 minutes	21 minutes
94 minutes	103 minutes
1,683	
39 minutes	27 minutes
140 minutes	139 minutes
245	
31 minutes	24 minutes
121 minutes	138 minutes

Singleton District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,724 patients

Percentage of patients who spent four hours or less in the ED 90.0%

Same period last year	Change since one year ago
2,898	-6.0%
89.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

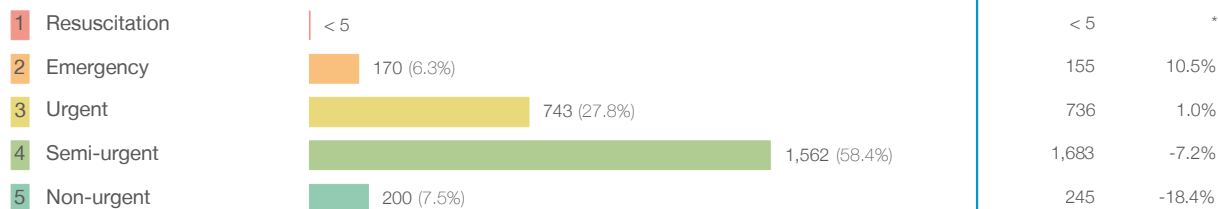
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Singleton District Hospital: Patients presenting to the emergency department

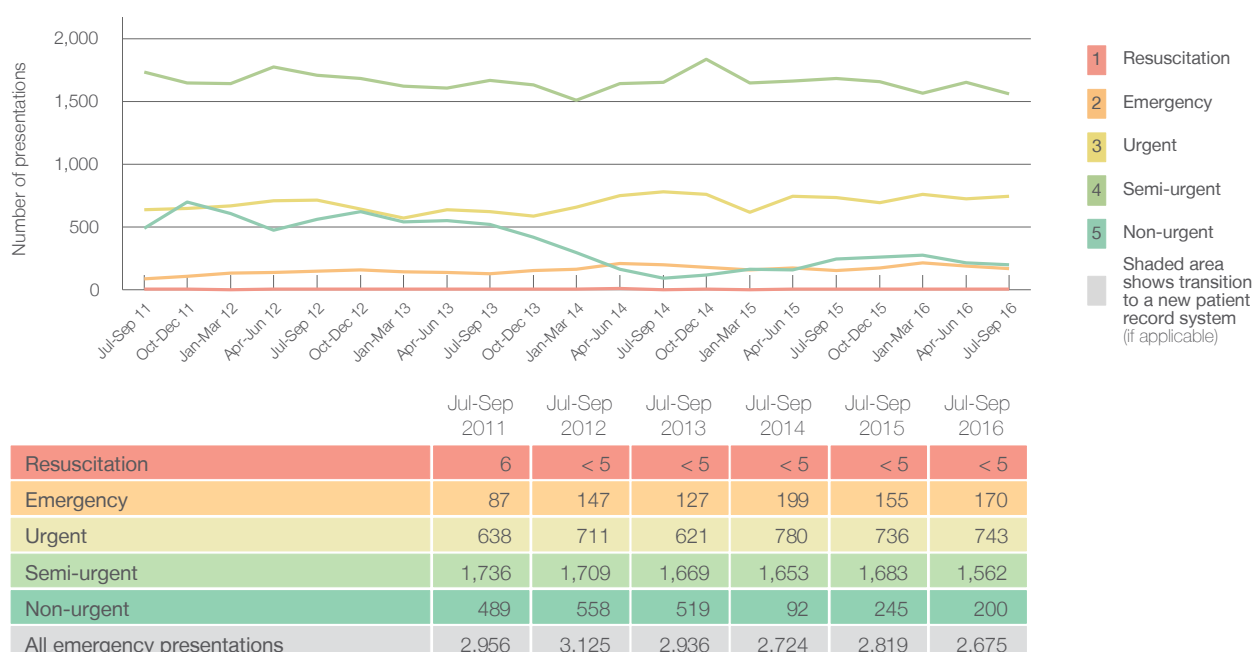
July to September 2016

All presentations:¹ 2,724 patients

Emergency presentations² by triage category: 2,675 patients



Emergency presentations² by quarter, July 2011 to September 2016[‡]



Singleton District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 241 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 170

Number of triage 2 patients used to calculate waiting time:³ 161

Median time to start treatment⁴

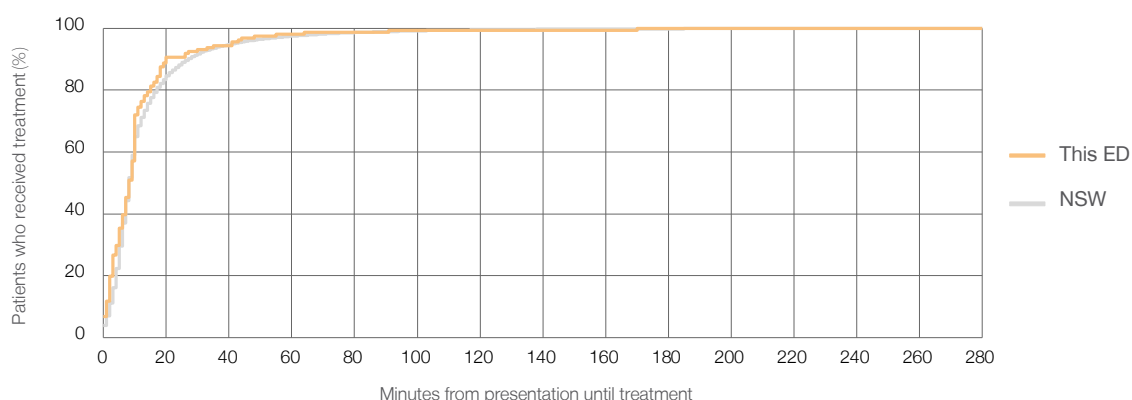
8 minutes

95th percentile time to start treatment⁵

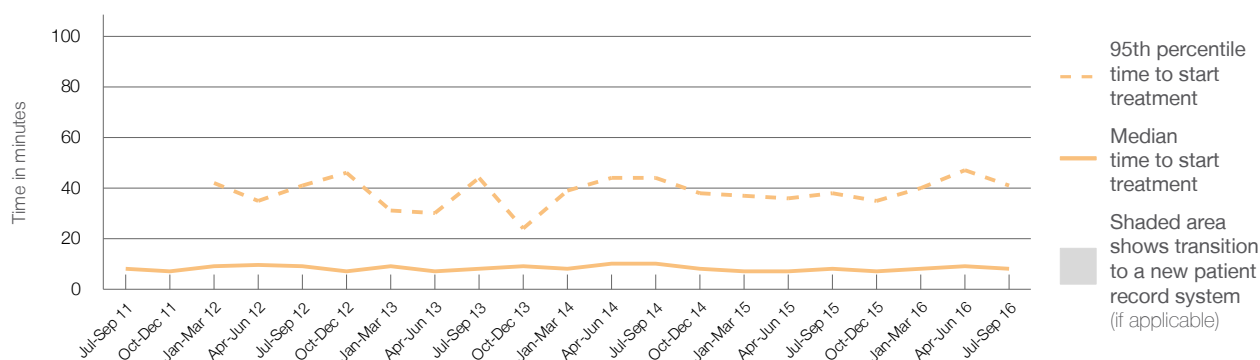
41 minutes

Same period last year	NSW (this period)
155	
149	
8 minutes	8 minutes
38 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	9	8	10	8	8
95th percentile time to start treatment ⁵ (minutes)	*	41	44	44	38	41

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 743

Number of triage 3 patients used to calculate waiting time:³ 716

Median time to start treatment⁴

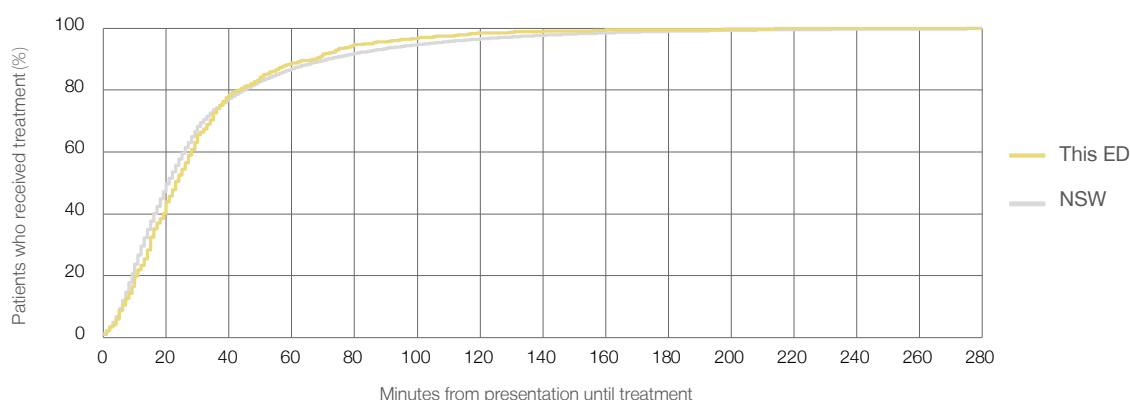
23 minutes

95th percentile time to start treatment⁵

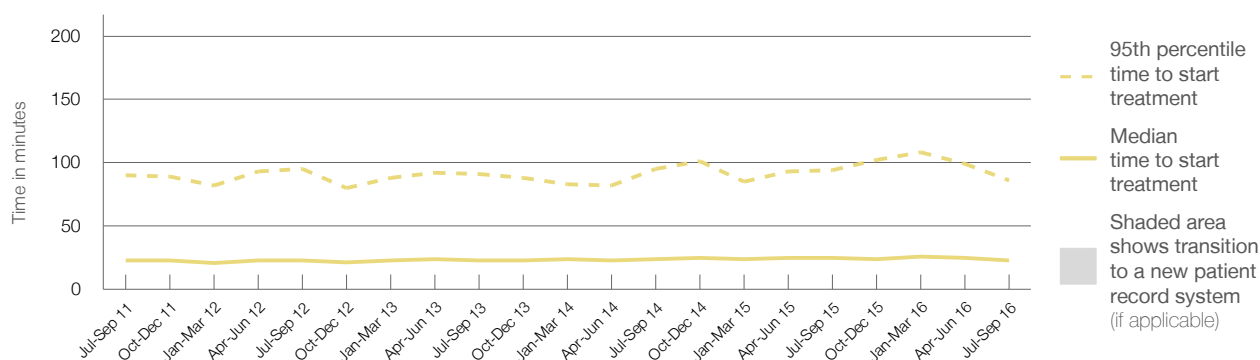
86 minutes

Same period last year	NSW (this period)
736	
717	
25 minutes	21 minutes
94 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	23	23	23	24	25	23
95th percentile time to start treatment ⁵ (minutes)	90	95	91	95	94	86

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,562

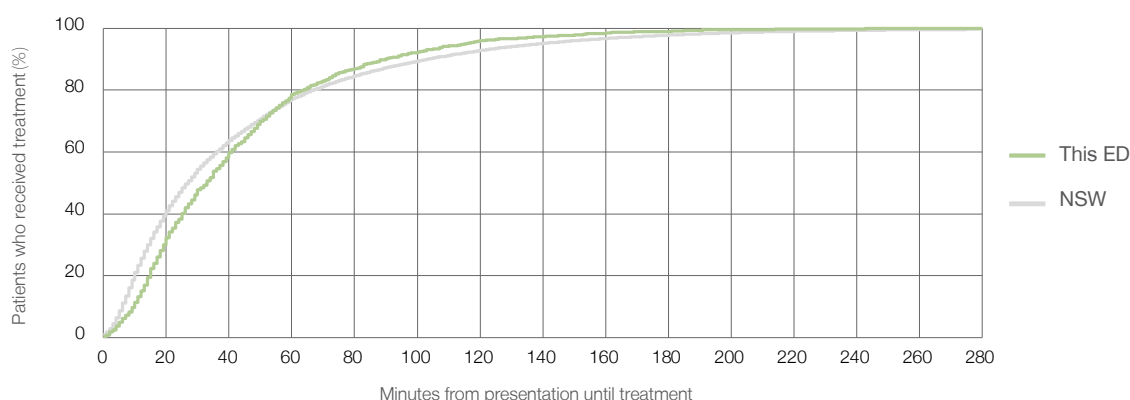
Number of triage 4 patients used to calculate waiting time: ³ 1,498

Median time to start treatment ⁴ 33 minutes

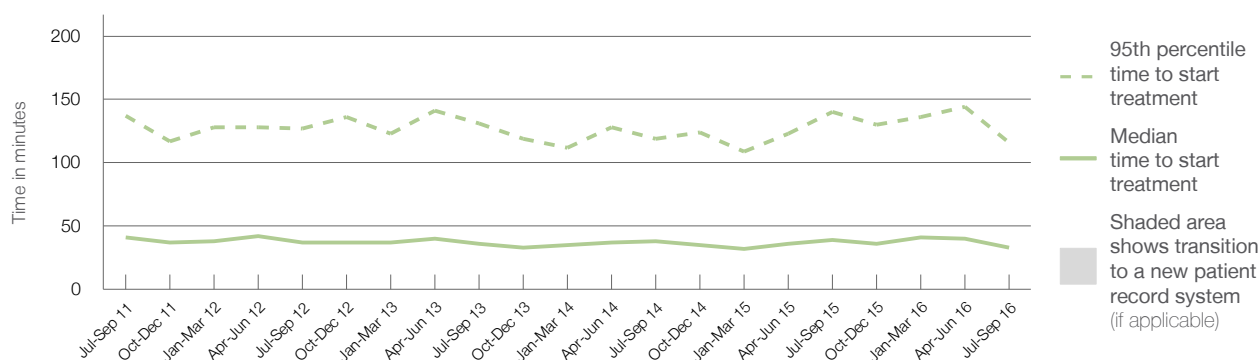
95th percentile time to start treatment ⁵ 116 minutes

Same period last year	NSW (this period)
1,683	
1,590	
39 minutes	27 minutes
140 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	37	36	38	39	33
95th percentile time to start treatment ⁵ (minutes)	137	127	131	119	140	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 200

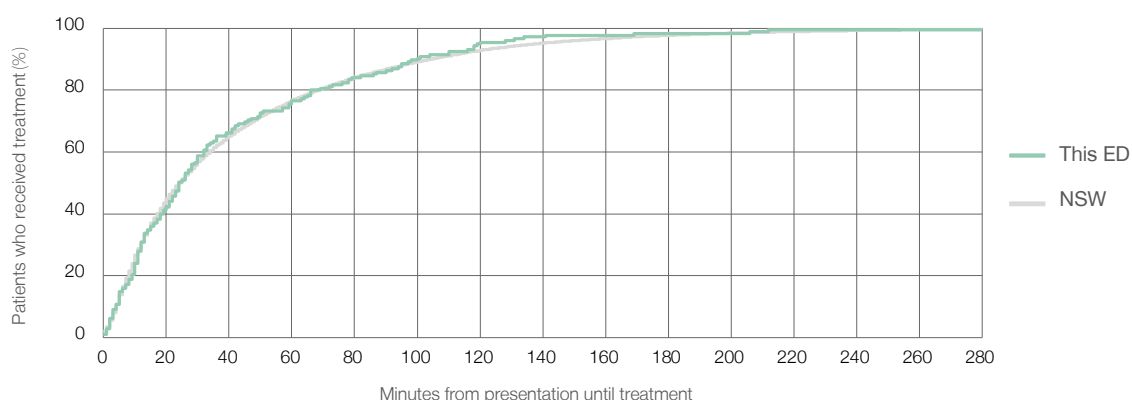
Number of triage 5 patients used to calculate waiting time:³ 175

Median time to start treatment⁴ 24 minutes

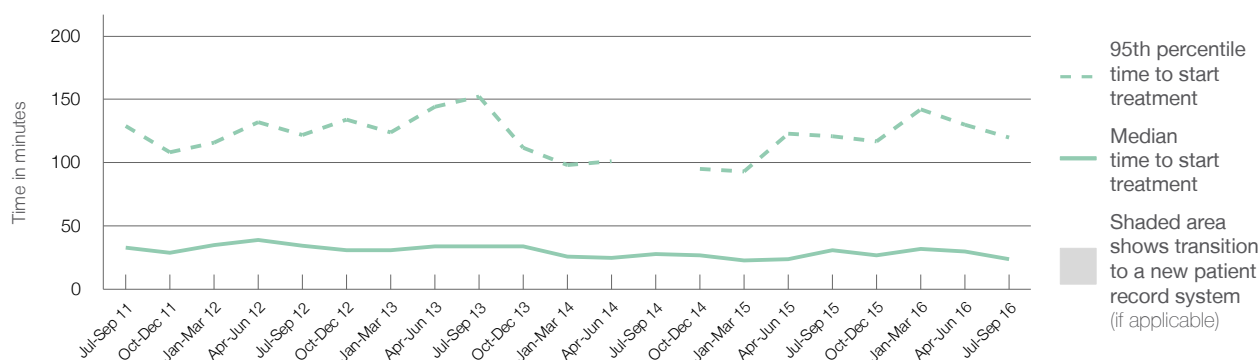
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
245	
221	
31 minutes	24 minutes
121 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	35	34	28	31	24
95th percentile time to start treatment ⁵ (minutes)	129	122	152	*	121	120

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,724 patients

Presentations used to calculate time to leaving the ED:⁶ 2,724 patients

Median time spent in the ED⁸

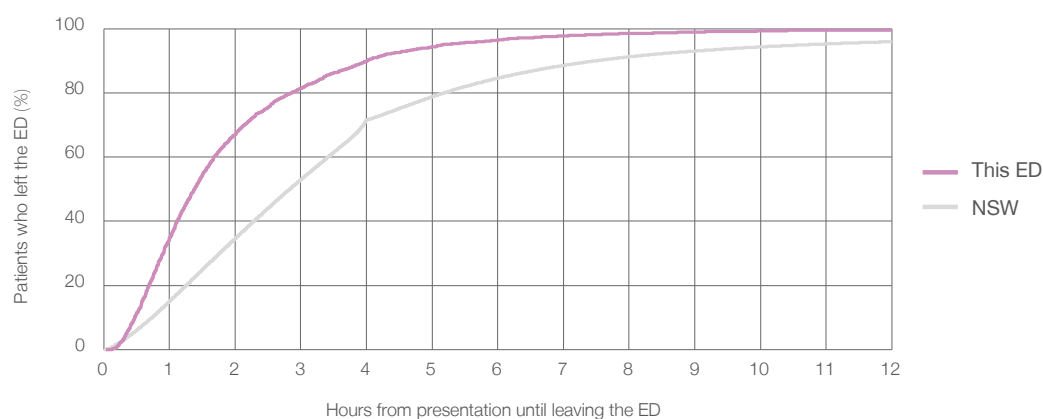
1 hours and 23 minutes

95th percentile time spent in the ED⁹

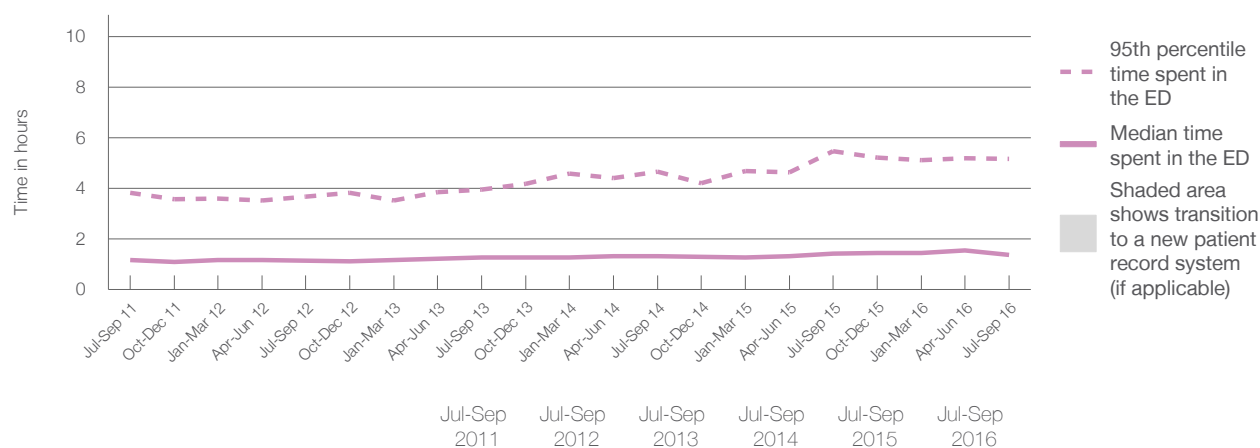
5 hours and 10 minutes

Same period last year	NSW (this period)
2,898	
2,898	
1 hours and 26 minutes	2 hours and 50 minutes
5 hours and 28 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
95th percentile time to leaving the ED ⁹ (hours, minutes)	3h 50m	3h 41m	3h 57m	4h 40m	5h 28m	5h 10m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

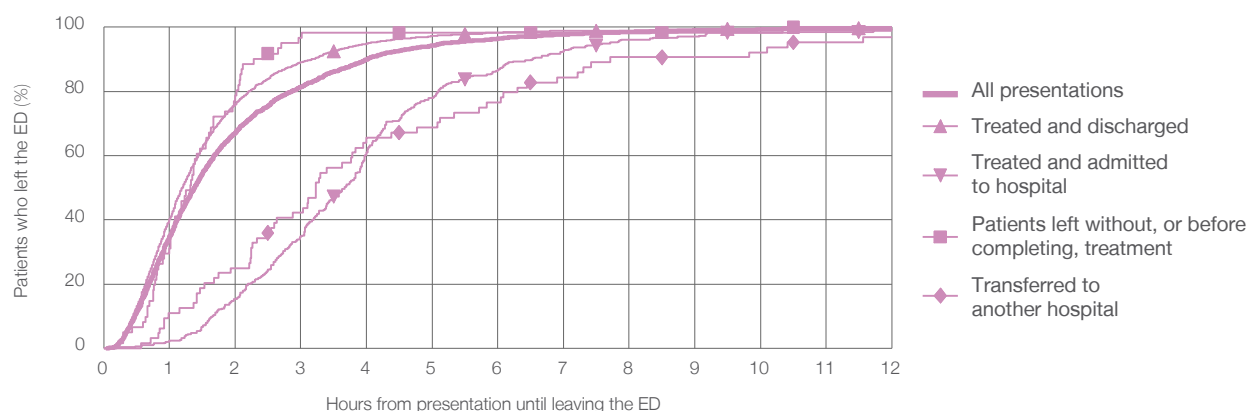
All presentations:[†] 2,724 patients

Presentations used to calculate time to leaving the ED:[‡] 2,724 patients

Treated and discharged	2,199 (80.7%)
Treated and admitted to hospital	339 (12.4%)
Patient left without, or before completing, treatment	61 (2.2%)
Transferred to another hospital	64 (2.3%)
Other	61 (2.2%)

Same period last year	Change since one year ago
2,898	-6.0%
2,403	-8.5%
282	20.2%
71	-14.1%
81	-21.0%
61	0.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	40.2%	76.0%	89.0%	94.8%	98.4%	99.0%	99.7%	99.8%
Treated and admitted to hospital	2.4%	15.3%	34.8%	61.1%	86.7%	96.2%	98.2%	98.8%
Patient left without, or before completing, treatment	31.1%	78.7%	96.7%	98.4%	98.4%	98.4%	98.4%	100%
Transferred to another hospital	10.9%	25.0%	42.2%	65.6%	76.6%	90.6%	92.2%	96.9%
All presentations	34.8%	67.2%	81.4%	90.0%	96.4%	98.5%	99.3%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,724 patients

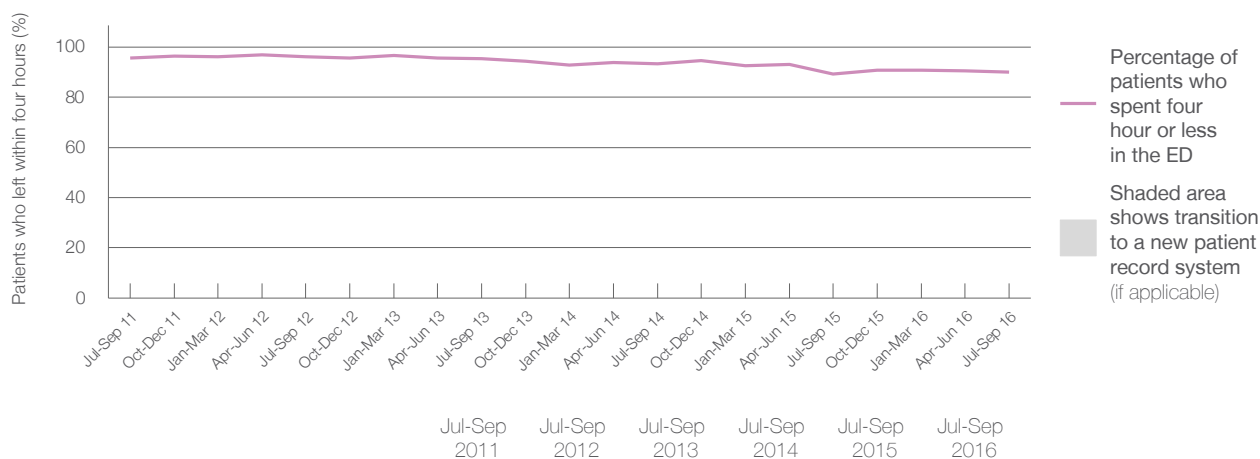
Presentations used to calculate time to leaving the ED: ⁶ 2,724 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,898	-6.0%
2,898	-6.0%
89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



Patients who left within four hours (%)	95.6%	96.2%	95.2%	93.3%	89.3%	90.0%
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- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).

Young Health Service: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,698 patients

Emergency presentations:² 2,422 patients

Same period last year	Change since one year ago
2,279	18.4%
2,022	19.8%

Young Health Service: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 124 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 898 patients

Median time to start treatment⁴ 10 minutes
95th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,209 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 57 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
133	
6 minutes	8 minutes
68 minutes	41 minutes
853	
11 minutes	21 minutes
81 minutes	103 minutes
907	
14 minutes	27 minutes
90 minutes	139 minutes
123	
10 minutes	24 minutes
162 minutes	138 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,698 patients

Percentage of patients who spent four hours or less in the ED 97.6%

Same period last year	Change since one year ago
2,277	18.5%
94.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

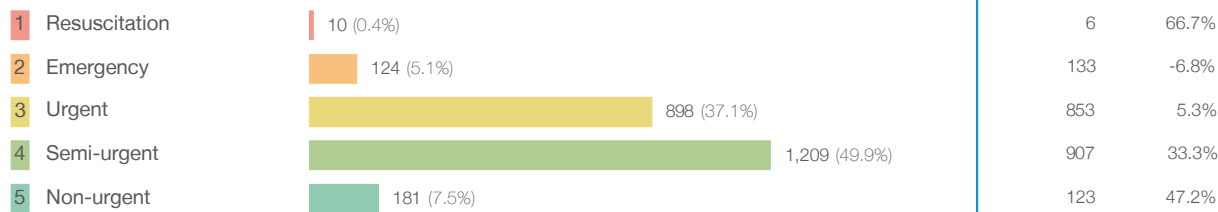
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Young Health Service: Patients presenting to the emergency department

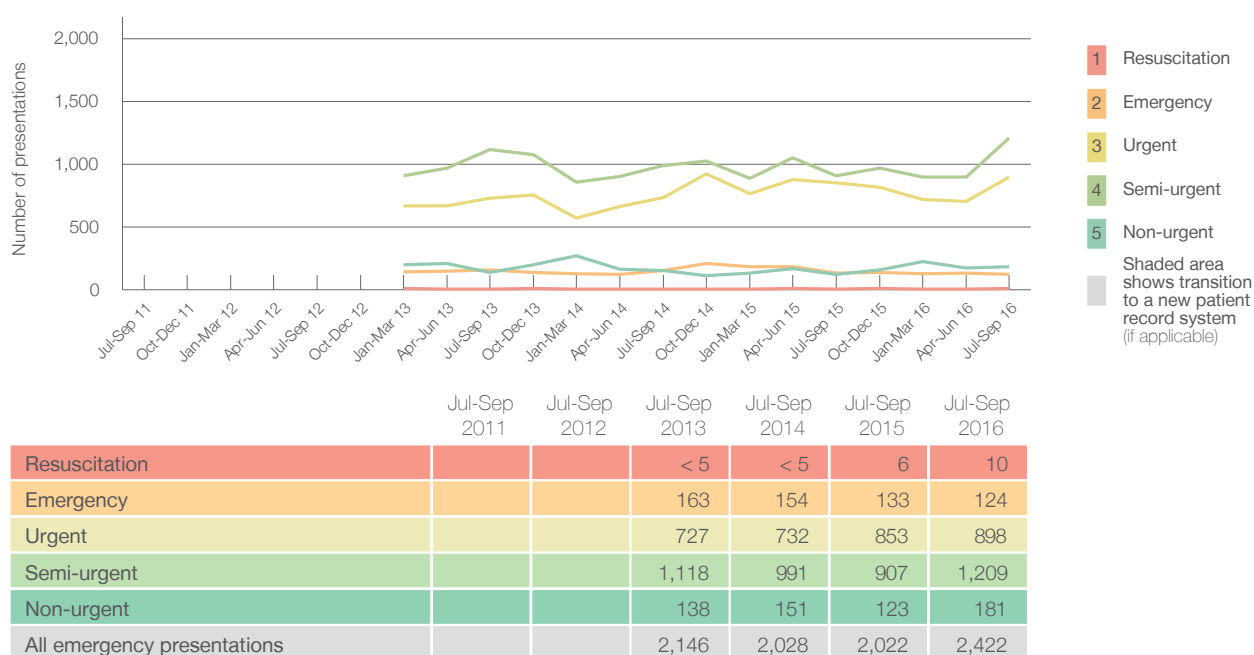
July to September 2016

All presentations:¹ 2,698 patients

Emergency presentations² by triage category: 2,422 patients



Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



Young Health Service: Patients arriving by ambulance

July to September 2016

ED Transfer of care time is not currently available for this hospital. ⁷

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 2

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 124

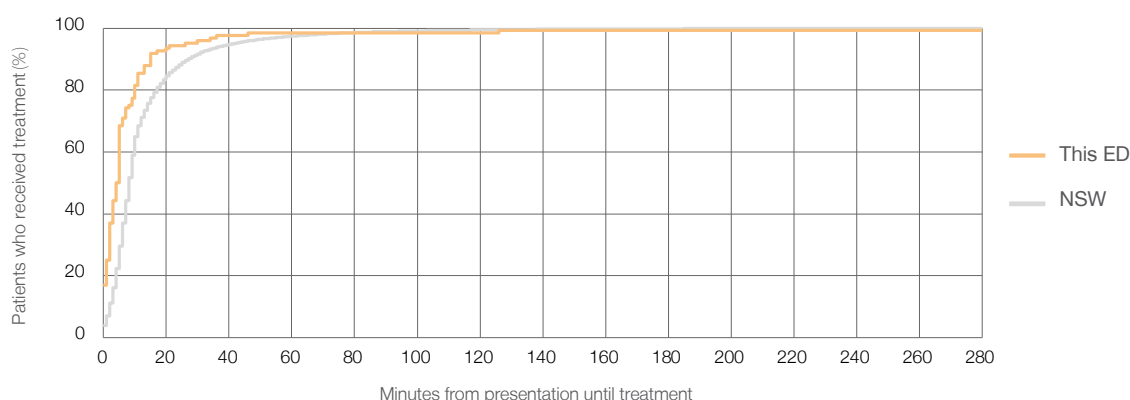
Number of triage 2 patients used to calculate waiting time:³ 124

Median time to start treatment⁴ 5 minutes

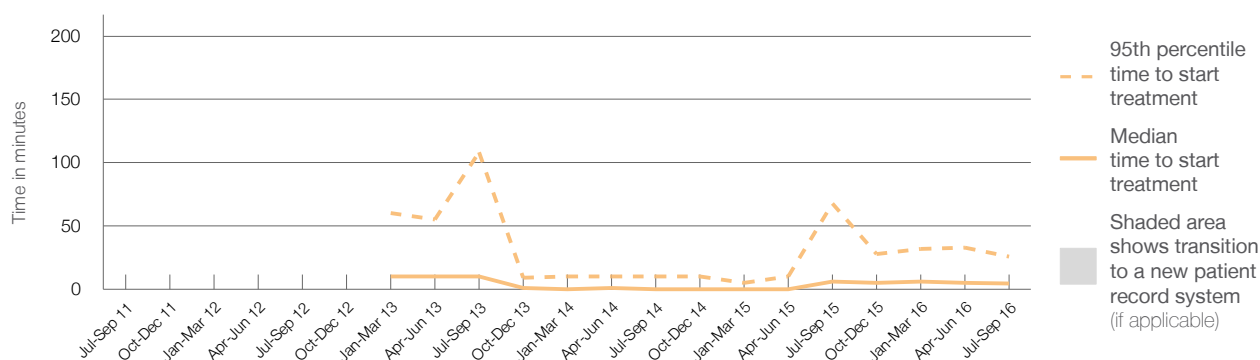
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
133	
129	
6 minutes	8 minutes
68 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			10	0	6	5
95th percentile time to start treatment ⁵ (minutes)			108	10	68	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 3

July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 898

Number of triage 3 patients used to calculate waiting time:³ 893

Median time to start treatment⁴

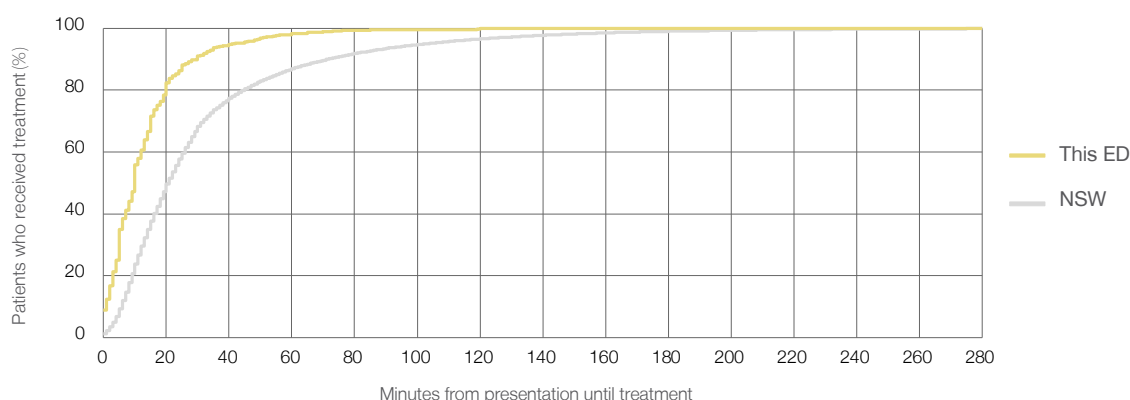
10 minutes

95th percentile time to start treatment⁵

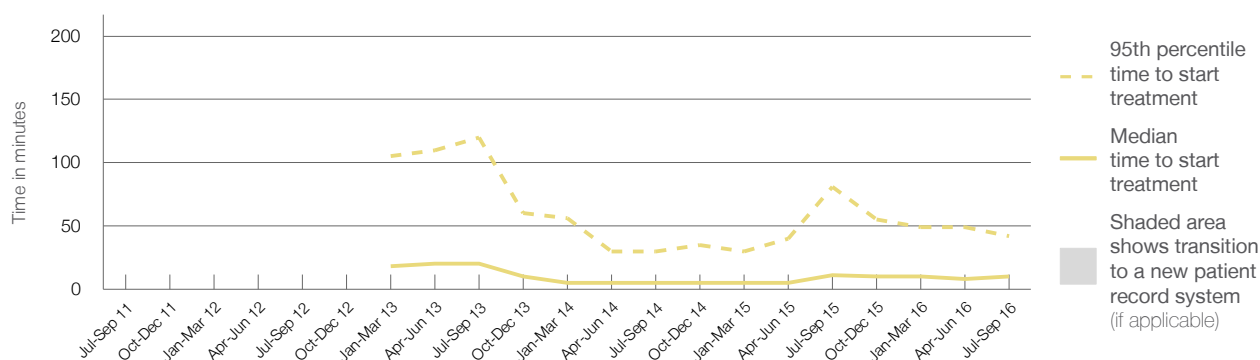
42 minutes

Same period last year	NSW (this period)
853	
833	
11 minutes	21 minutes
81 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			20	5	11	10
95th percentile time to start treatment ⁵ (minutes)			120	30	81	42

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 4

July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

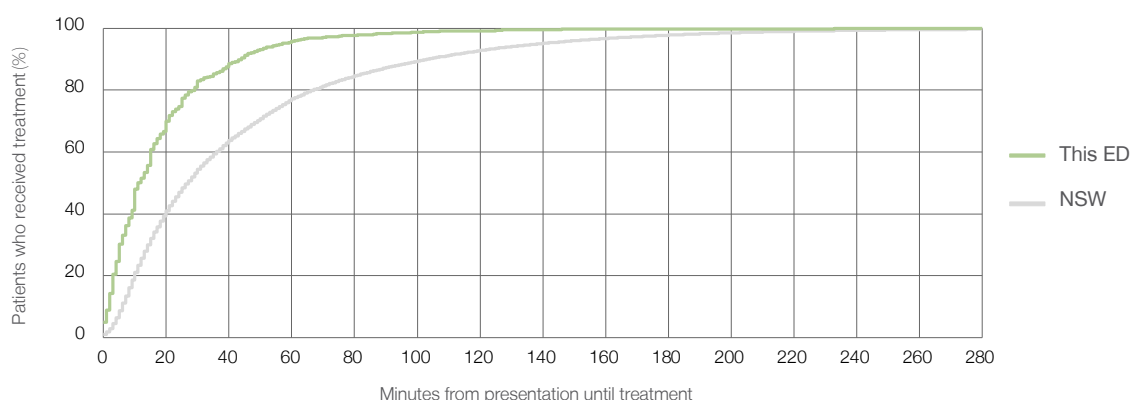
Number of triage 4 patients: 1,209

Number of triage 4 patients used to calculate waiting time: ³ 1,198

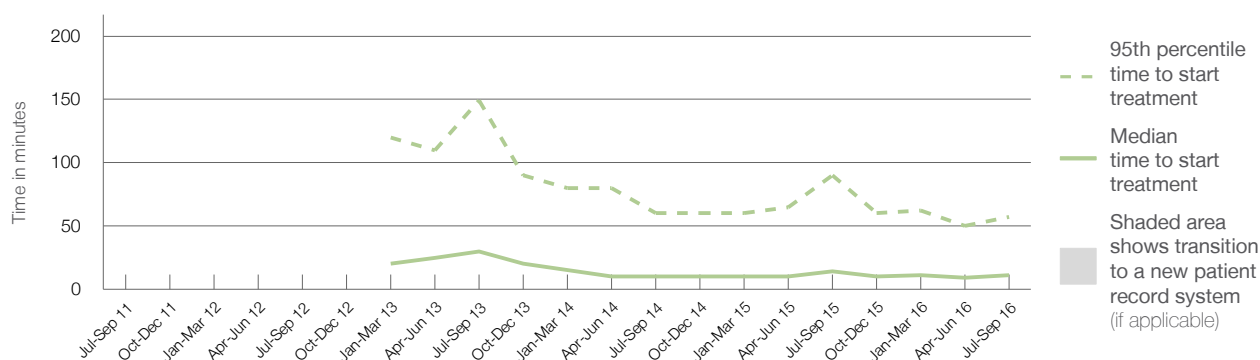
Median time to start treatment ⁴ 11 minutes
95th percentile time to start treatment ⁵ 57 minutes

Same period last year	NSW (this period)
907	
852	
14 minutes	27 minutes
90 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016 ^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			30	10	14	11
95th percentile time to start treatment ⁵ (minutes)			149	60	90	57

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients waited to start treatment, triage 5

July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 181

Number of triage 5 patients used to calculate waiting time:³ 180

Median time to start treatment⁴

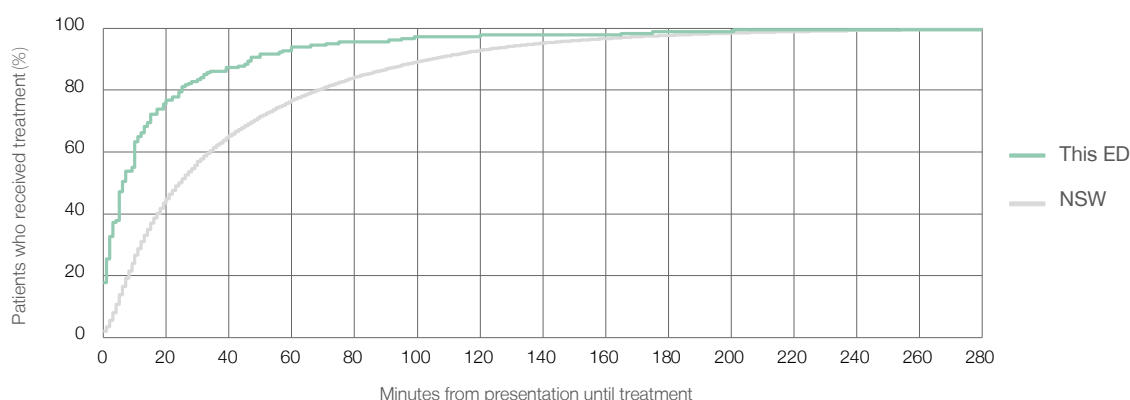
6 minutes

95th percentile time to start treatment⁵

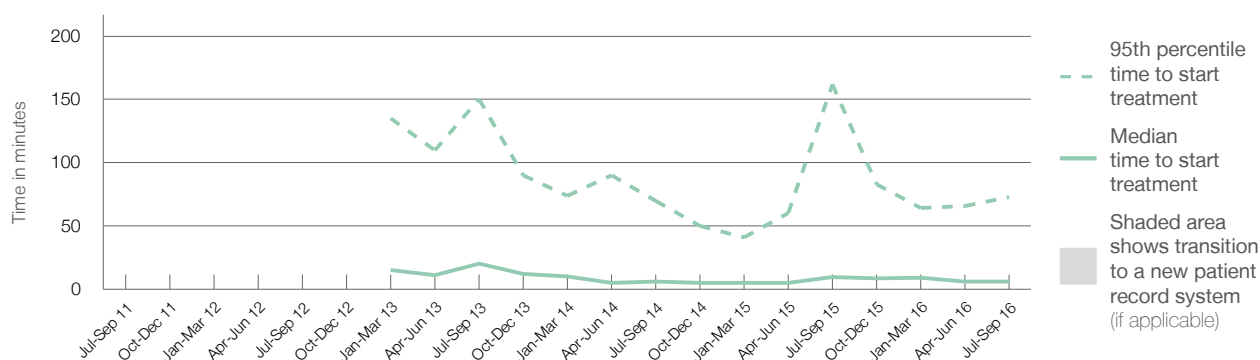
73 minutes

Same period last year	NSW (this period)
123	
118	
10 minutes	24 minutes
162 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)			20	6	10	6
95th percentile time to start treatment ⁵ (minutes)			150	70	162	73

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Young Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,698 patients

Presentations used to calculate time to leaving the ED:⁶ 2,698 patients

Median time spent in the ED⁸

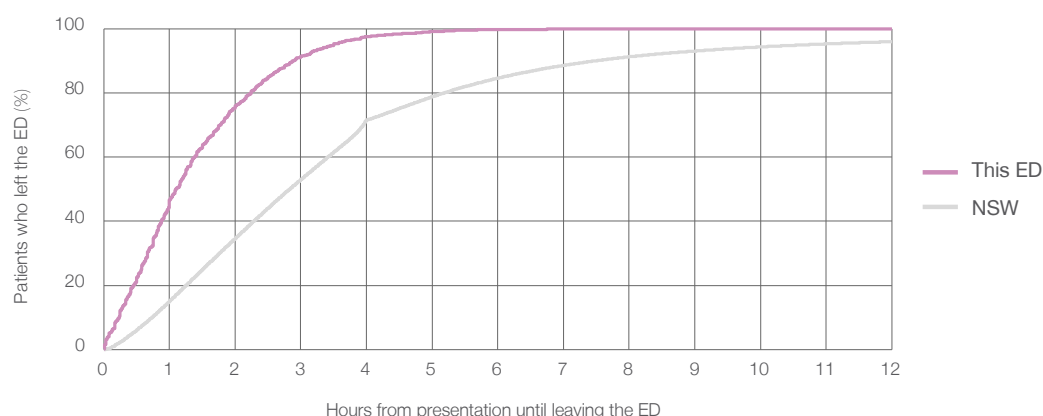
1 hours and 6 minutes

95th percentile time spent in the ED⁹

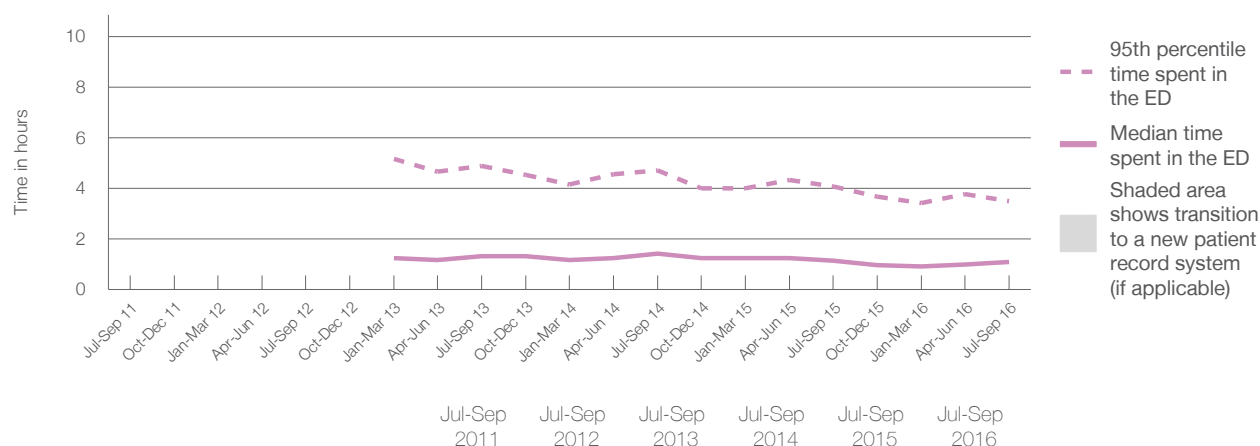
3 hours and 30 minutes

Same period last year	NSW (this period)
2,279	
2,277	
1 hours and 9 minutes	2 hours and 50 minutes
4 hours and 5 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)			1h 20m	1h 25m	1h 9m	1h 6m
95th percentile time to leaving the ED ⁹ (hours, minutes)			4h 54m	4h 43m	4h 5m	3h 30m

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Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

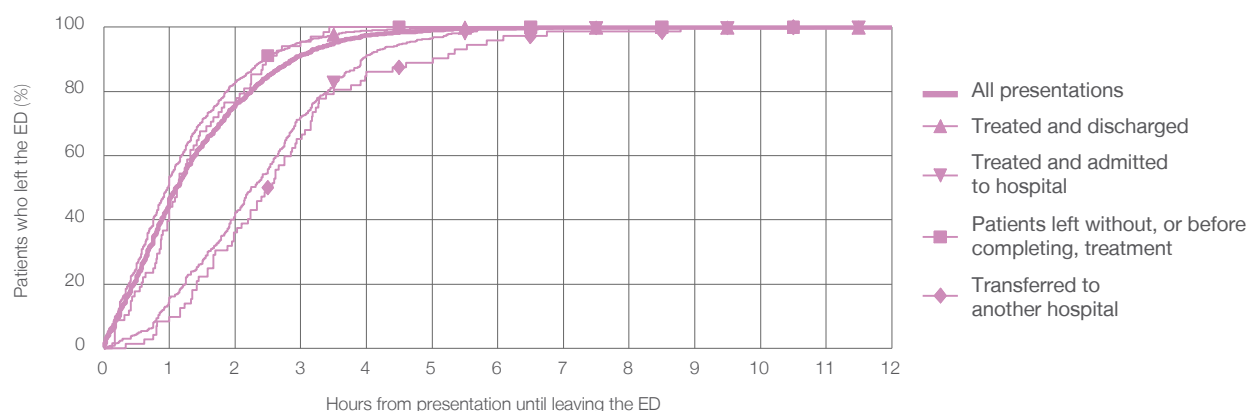
All presentations:[†] 2,698 patients

Presentations used to calculate time to leaving the ED:[‡] 2,698 patients

Treated and discharged	2,181 (80.8%)
Treated and admitted to hospital	376 (13.9%)
Patient left without, or before completing, treatment	68 (2.5%)
Transferred to another hospital	72 (2.7%)
Other	1 (0%)

Same period last year	Change since one year ago
2,277	18.5%
1,896	15.0%
232	62.1%
65	4.6%
77	-6.5%
9	-88.9%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡§}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	53.4%	83.0%	95.4%	98.9%	99.9%	100%	100%	100%
Treated and admitted to hospital	15.7%	42.3%	72.1%	91.2%	99.2%	99.7%	99.7%	100%
Patient left without, or before completing, treatment	44.1%	76.5%	95.6%	100%	100%	100%	100%	100%
Transferred to another hospital	9.7%	36.1%	65.3%	86.1%	95.8%	98.6%	100%	100%
All presentations	46.7%	75.9%	91.4%	97.6%	99.7%	99.9%	99.9%	100%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Young Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

July to September 2016

All presentations at the emergency department: ¹ 2,698 patients

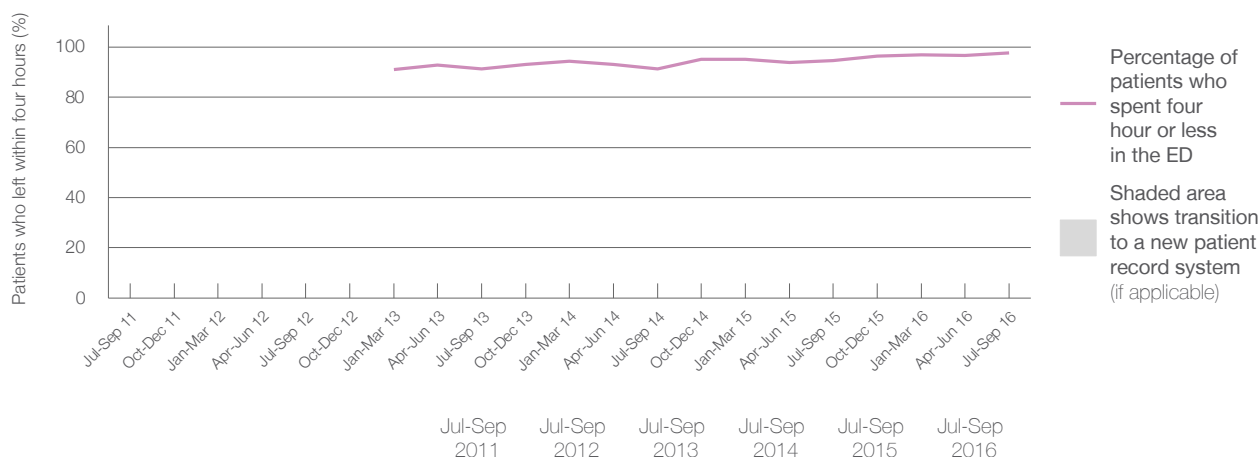
Presentations used to calculate time to leaving the ED: ⁶ 2,698 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
2,279	18.4%
2,277	18.5%
94.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡§}



Patients who left within four hours (%)

91.2% 91.3% 94.6% 97.6%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 - 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
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 - 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).